



**City of Hartford**  
**FIRE DEPARTMENT**

**FIRESTAT**

*November 2018*

**"Goal Oriented, Results Driven"**



# AGENDA



- Introductions
- Remark's from Chief Freeman
- Remark's from Chief Barco
- Division Briefings
- Questions/Comments

**"Goal Oriented, Results Driven"**

# Chief Freeman



"Goal Oriented, Results Driven"

# Chief Barco



"Goal Oriented, Results Driven"

# EMERGENCY SERVICES



"Goal Oriented, Results Driven"

# 2018 FireStat Updates

- Suppression Only
  - The ISO standard will be used to gauge the efficiency of fire suppression personnel to structure fires. A total time of five minutes and twenty seconds is allotted from time the alarm is received at Dispatch to the time the first Engine/Pumper company arrives.
  - The NFPA 1710 for EMS will be used to gauge the efficiency of fire suppression personnel responding to EMS related incidents. 60 seconds is allotted for turnout time and 240 seconds are allotted for travel time.
  - For EMS runs, the following incident types have been removed from run time evaluation. Incident Types 331,340,341,342,343,353.

# Fire Response Scorecard

## City-Wide

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according ISO standards.

**Data Source:** Firehouse Software

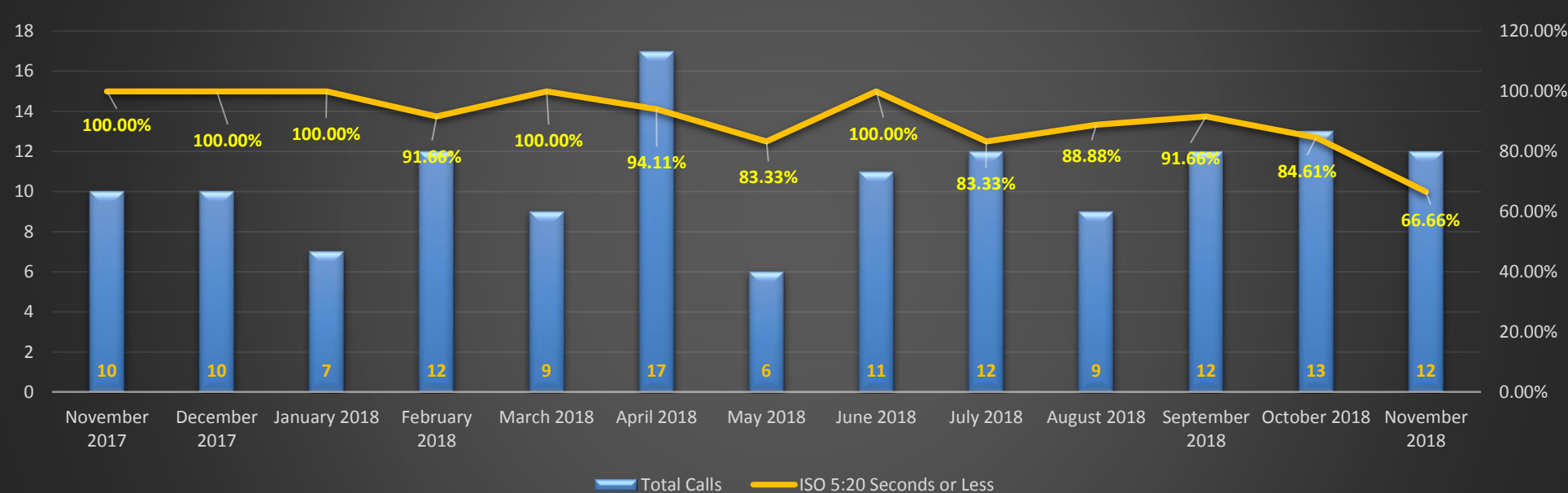
**Current Period:**  
11/01/2018 - 11/30/2018



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 5:20 minutes (ISO) 90% of time

### Structure Fires



### Analysis

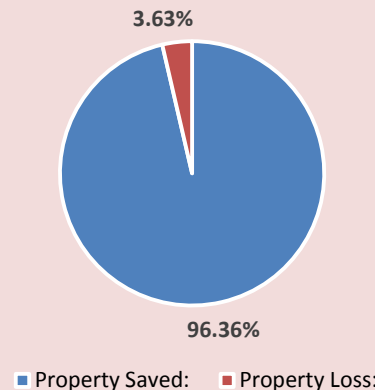
307-025 Missed by 13 seconds at company change-over time. Tour A

317-042 Regular assignment was at 12 Willard St. Tour C

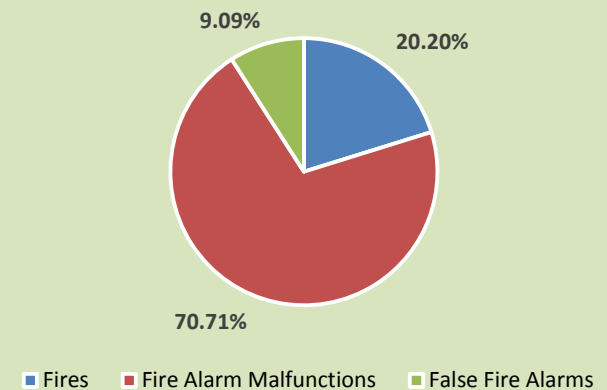
327-057 E-5 had a longer travel duration than it should have indicating they were out of quarters. Tour A

327-060 Murphy Rd. This section of E-10's response area is out of our 4-minute travel range (2 out of 4 non-compliant calls were

### Percentage of Property Saved



### Fire Alarms compared to Actual Fires



# EMS Response Scorecard

## City-Wide

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.



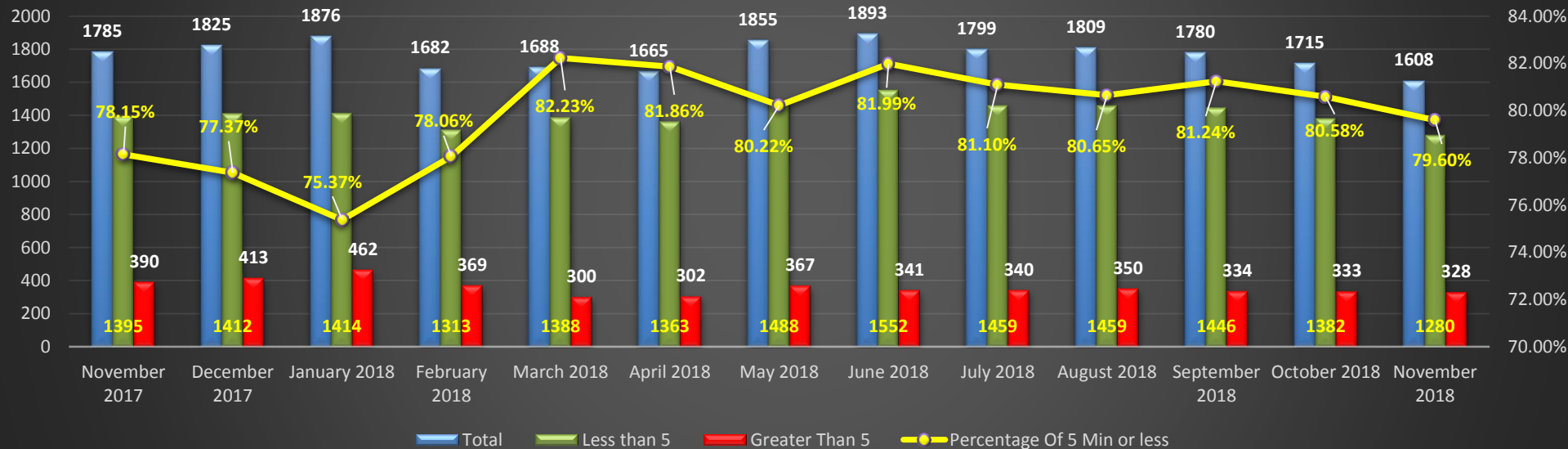
**Data Source:**  
Firehouse Software

**Current Period:**  
11/01/2018 - 11/30/2018

**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### EMS Response City Wide



#### Analysis

➤ First responder(s) arrived on scene in five minutes or less just under 80% of the time.

#### Recommendations

➤ Assess any challenges that exist with meeting NFPA standard for EMS call response.

#### Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.



# Fire Response Scorecard

## District 1

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according ISO standards.

**Data Source:** Firehouse Software

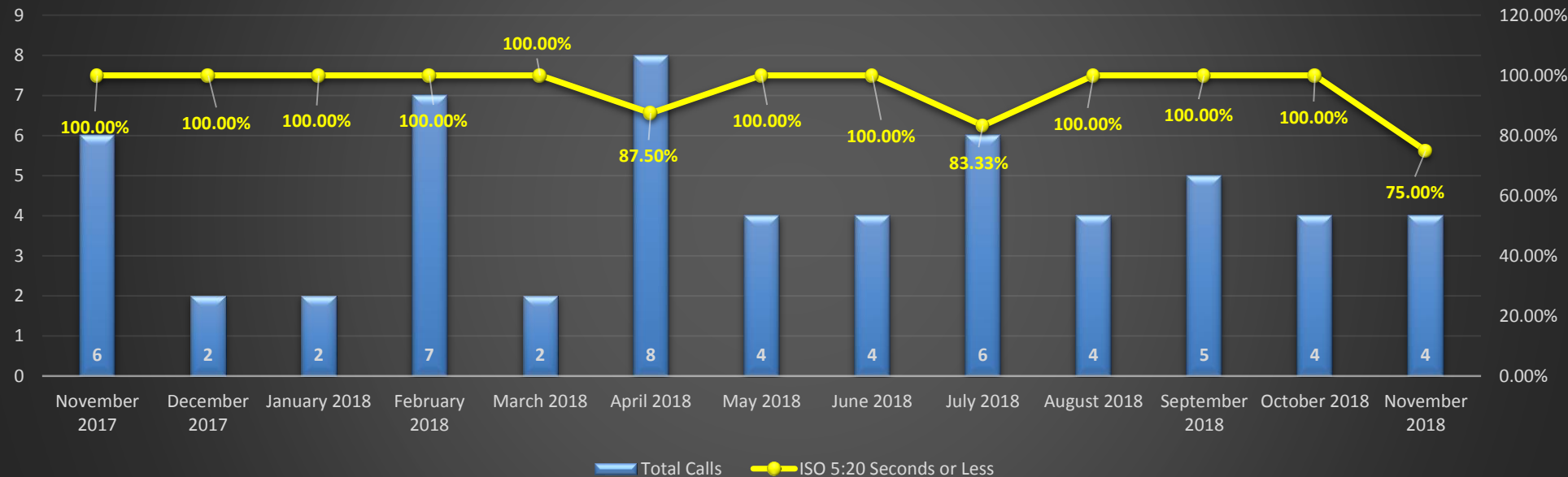
**Current Period:**  
11/01/2018 - 11/30/2018



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 5:20 minutes (ISO) 90% of time

### First Engine Response in District 1 Area



#### Analysis

#### Recommendations

#### Impact

➤ 75% compliant

Continue to reiterate the importance of response time compliance.

➤ Life safety stabilization

# EMS Response Scorecard

## District 1

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.



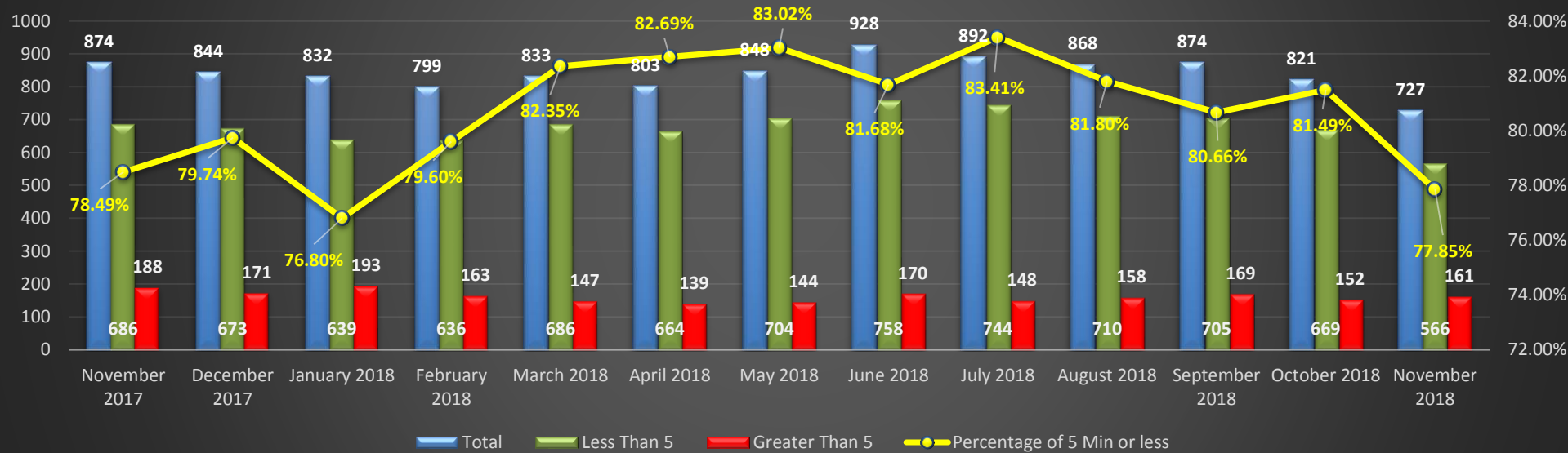
**Data Source:**  
Firehouse Software

**Current Period:**  
11/01/2018 - 11/30/2018

**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response in District 1 Area



#### Analysis

➤ First responder(s) arrived on scene in five minutes or less 77.85% of the time.

#### Recommendations

➤ Continue to re-emphasize importance of EMS responses to members of suppression.

#### Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# Fire Response Scorecard

## District 2

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according ISO standards.

**Data Source:** Firehouse Software

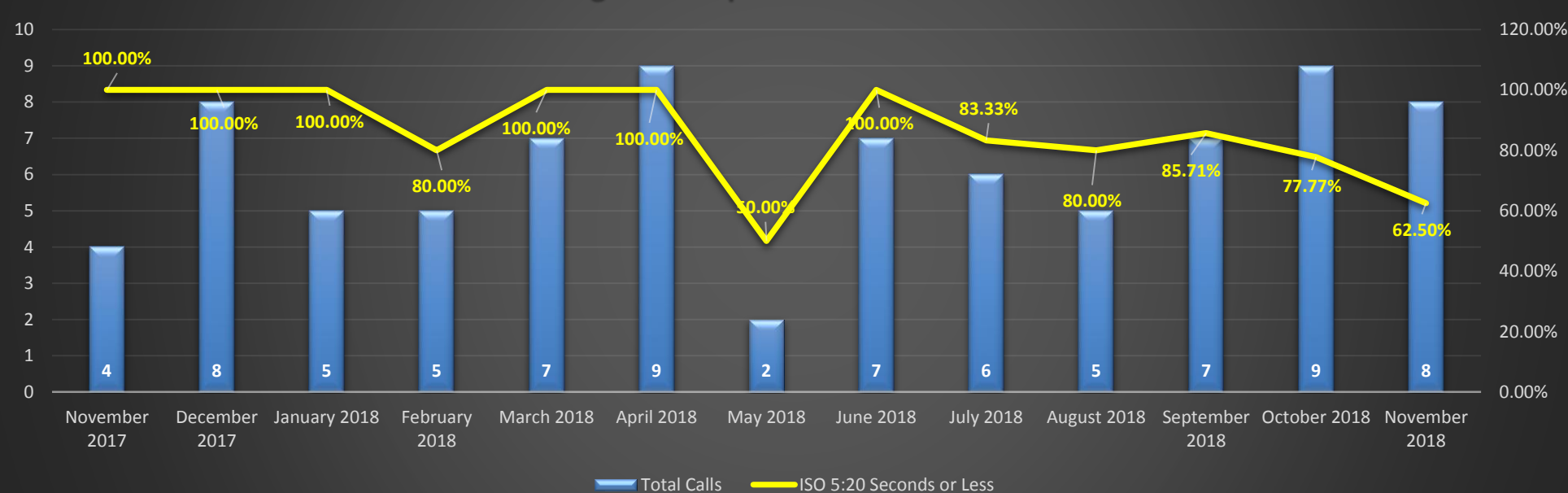
**Current Period:**  
11/01/2018 - 11/30/2018



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 5:20 minutes (ISO) 90% of time

### First Engine Response in District 2 Area



#### Analysis

#### Recommendations

#### Impact

➤ Responded to 4 more structure fires when compared to same period last year.

Review the non-compliant call for service and determine what contributed to the challenges with arriving on scene within five minutes and twenty seconds.

➤ **Compliance**

# EMS Response Scorecard

## District 2

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.



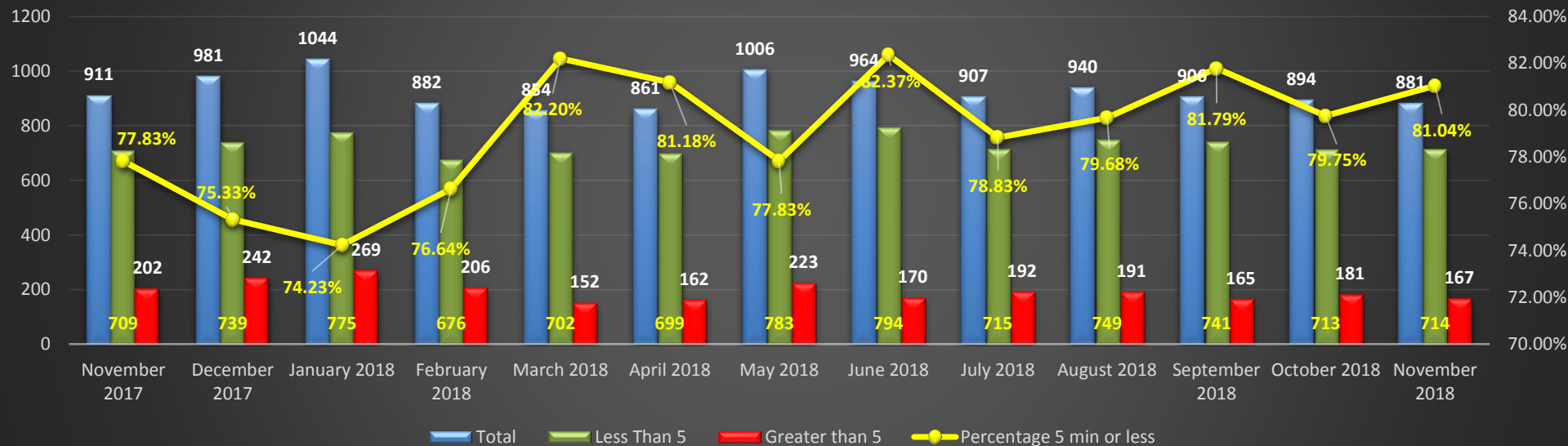
**Data Source:**  
Firehouse Software

**Current Period:**  
11/01/2018 - 11/30/2018

**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response in District 2 Area



#### Analysis

➤ Slight increase in performance when compared to same period last year.

#### Recommendations

➤ Continue to re-emphasize importance of EMS responses to members of suppression.

#### Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# Fire Response Scorecard

## Tour A

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according ISO standards.

**Data Source:** Firehouse Software

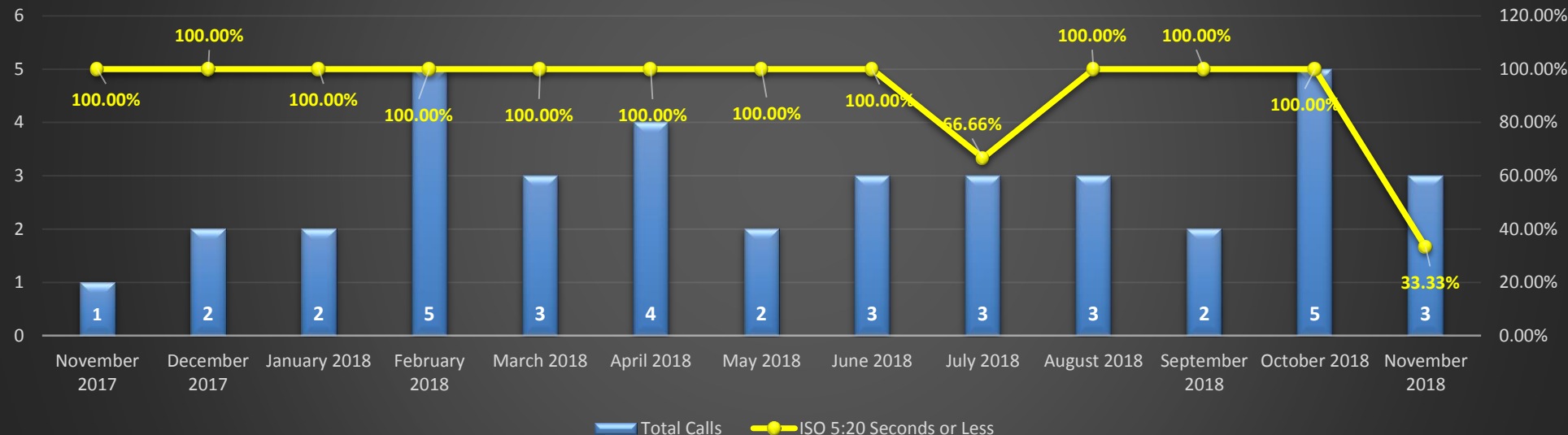
**Current Period:**  
11/01/2018 - 11/30/2018



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 5:20 minutes (ISO) 90% of time

### First Engine Response Tour A



#### Analysis

#### Recommendations

#### Impact

➤ 1 out of 3 calls are compliant for Tour A.

Reiterate the importance of safely responding to calls for service in the allotted time period.

➤ **Compliance**

# EMS Response Scorecard

## Tour A

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.

**Data Source:**  
Firehouse Software

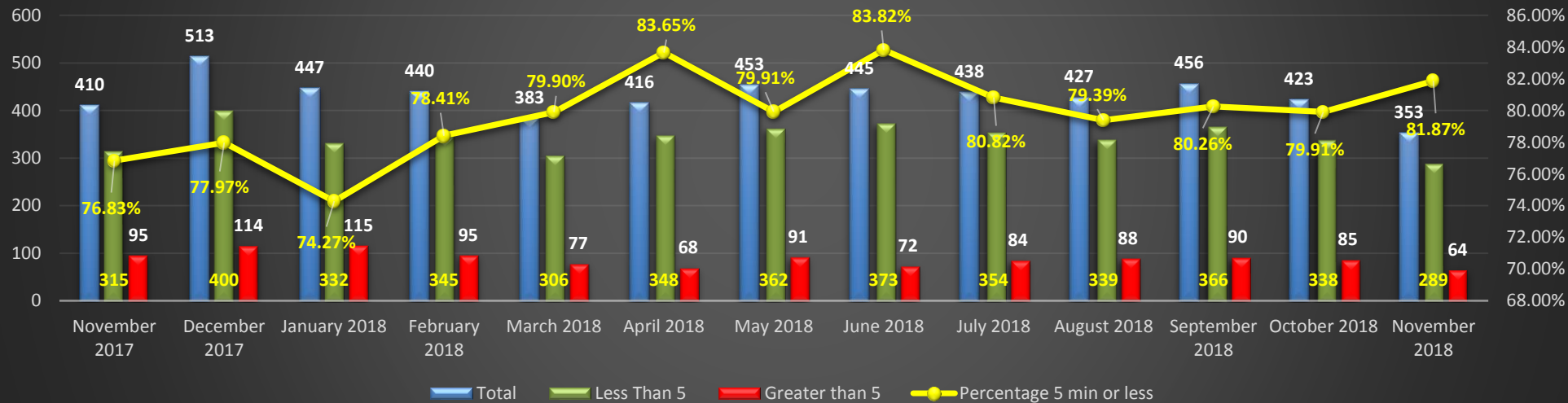
**Current Period:**  
11/01/2018 - 11/30/2018



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response Tour A



#### Analysis

➤Improvement in EMS response time performance for Tour A. Responded to less calls for service this month than the same period last year.

#### Recommendations

➤Continue to re-emphasize importance of EMS responses to members of suppression.

#### Impact

➤Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# Fire Response Scorecard

## Tour B

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according ISO standards.

**Data Source:** Firehouse Software

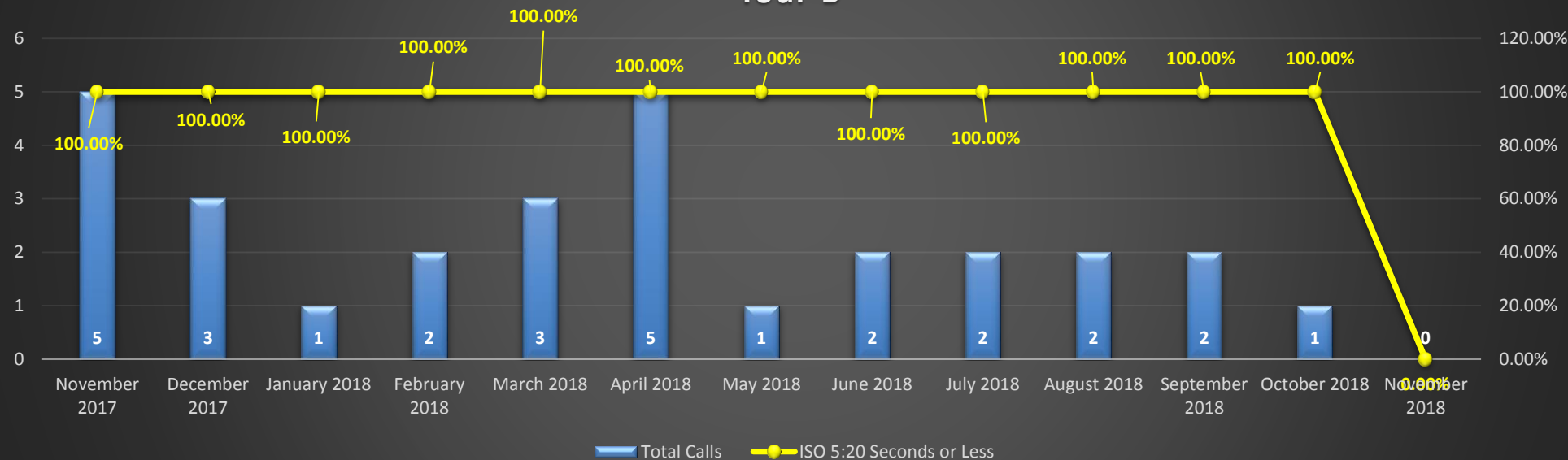
**Current Period:**  
11/01/2018 - 11/30/2018



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 5:20 minutes (ISO) 90% of time

### First Engine Response Tour B



#### Analysis

#### Recommendations

#### Impact

➤ Didn't respond to any structure fire calls for service in November.

➤ Maintain efficiency.

➤ Compliance



# EMS Response Scorecard

## Tour B

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.

**Data Source:**  
Firehouse Software

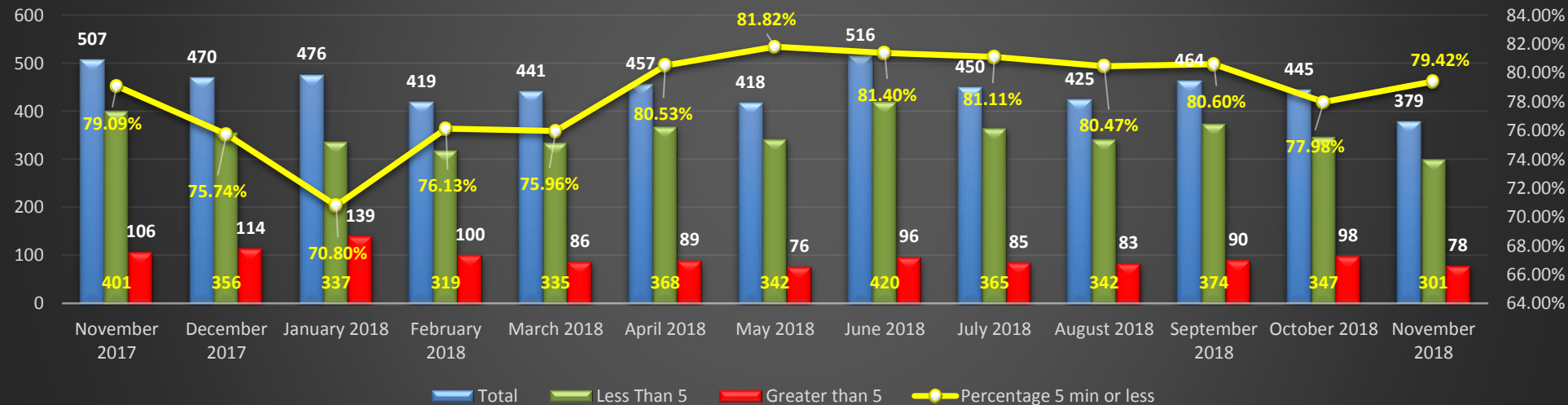
**Current Period:**  
11/01/2018 - 11/30/2018



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response Tour B



#### Analysis

➤ Responded to less EMS calls when compared to same period last year but had a higher completion percentage.

#### Recommendations

➤ Continue to re-emphasize importance of EMS responses to members of suppression.

#### Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.



# Fire Response Scorecard

## Tour C

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according ISO standards.

**Data Source:** Firehouse Software

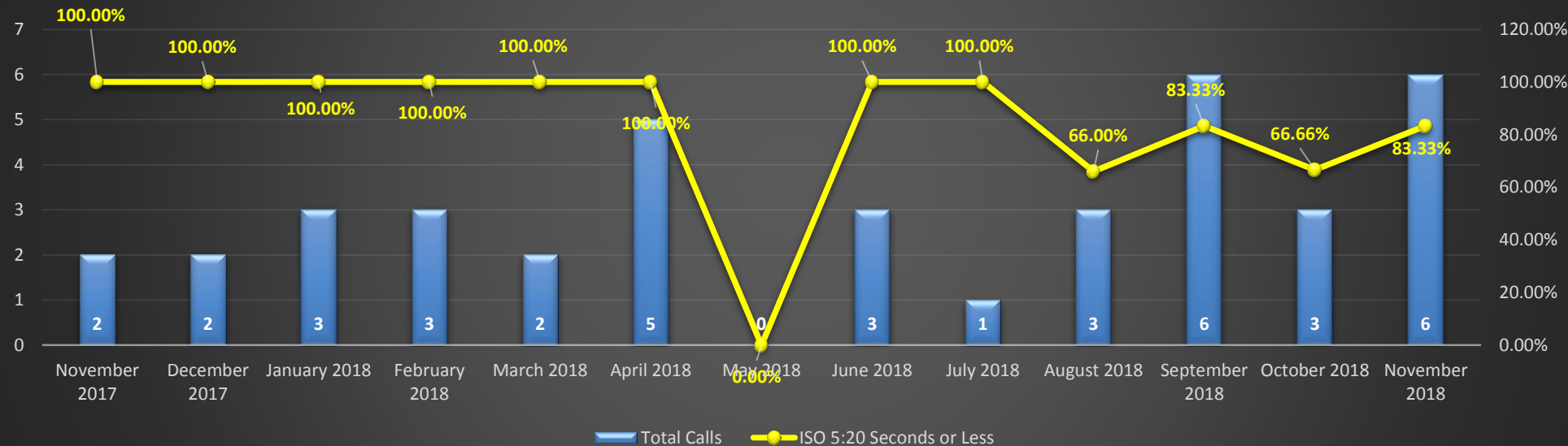
**Current Period:**  
11/01/2018 - 11/30/2018



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 5:20 minutes (ISO) 90% of time

### First Engine Response Tour C



#### Analysis

#### Recommendations

#### Impact

➤ One non-compliant call is why this month's percentage is at 83%. Ran on 4 more calls for service when compared to last year.

Reiterate the continued expectation of compliance.

➤ Life safety incident stabilization

# EMS Response Scorecard

## Tour C

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.

**Data Source:**  
Firehouse Software

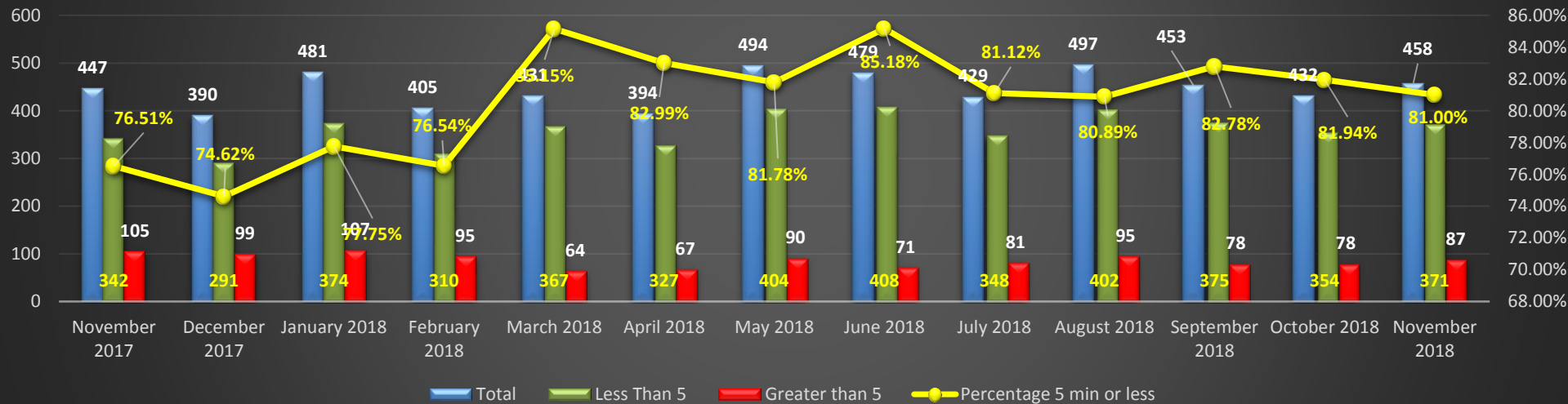
**Current Period:**  
11/01/2018 - 11/30/2018



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response Tour C



#### Analysis

➤ Tour C responded to less calls for EMS service when compared to same period last year and increased compliance percentage by 5%.

#### Recommendations

➤ Continue to re-emphasize importance of EMS responses to members of suppression.

#### Impact

➤ Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# Fire Response Scorecard

## Tour D

**Operational Performance Measure:** To measure the Response time of 4 firefighters or 1 Engine according ISO standards.

**Data Source:** Firehouse Software

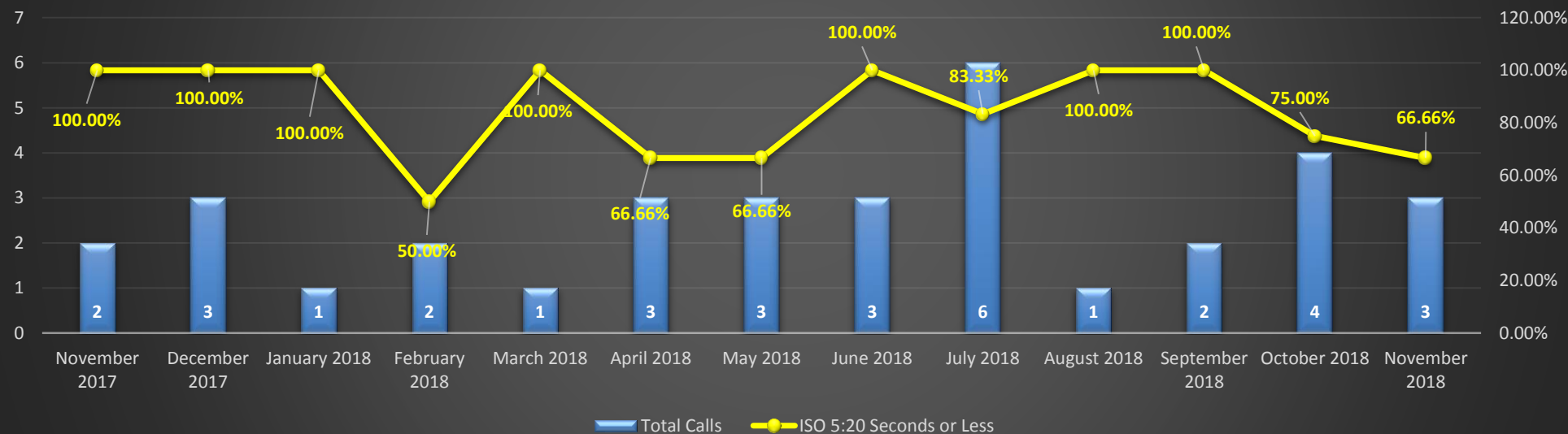
**Current Period:**  
11/01/2018 - 11/30/2018



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 1 Engine in 5:20 minutes (ISO) 90% of time

### First Engine Response Tour D



#### Analysis

#### Recommendations

#### Impact

➤ First arriving engine was on scene in 5:20 66% of the time for the month of November.

Conduct performance analysis.

➤ Life safety incident stabilization.

# EMS Response Scorecard

## Tour D

**Operational Performance Measure:** To measure the Response to EMS incidents City-wide.

**Data Source:**  
Firehouse Software

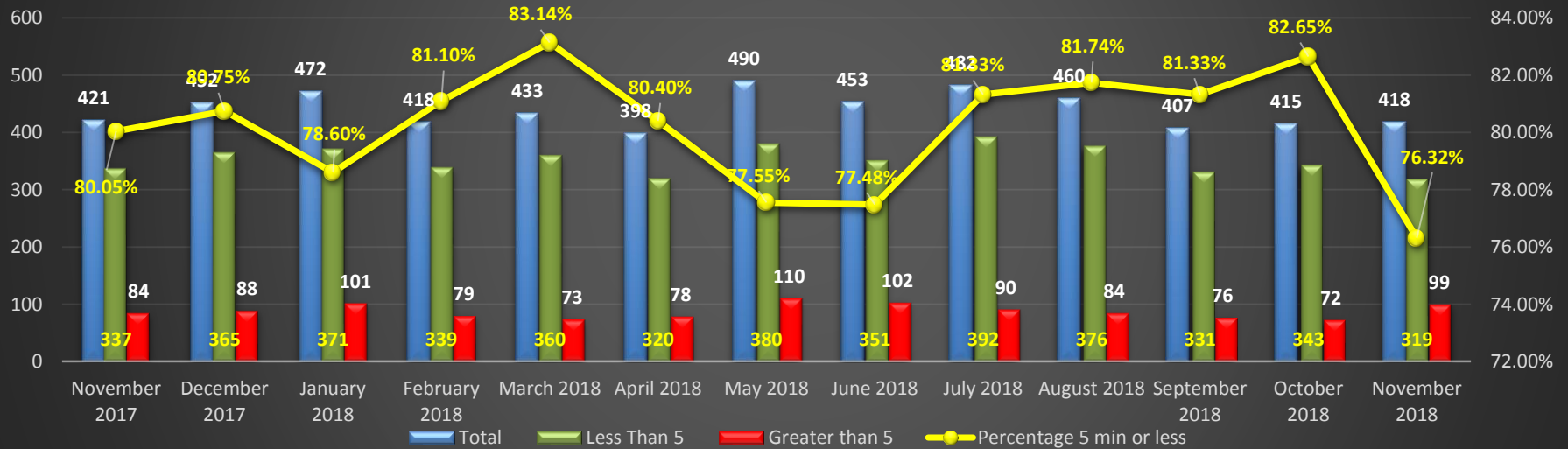
**Current Period:**  
11/01/2018 - 11/30/2018



**HFD Strategic Priorities:**  
Provide Quality Emergency Services

**Performance Target:** Arrival of 5 minutes or less for First Responder calls - National Standard 1710 is at 90%.

### First EMS Response Tour D



#### Analysis

➤ Responded to less calls for service when compared to same period last year.

#### Recommendations

Conduct performance analysis.

#### Impact

➤Sustainment of efficient EMS delivery which allows us as a department to have a positive impact on patient survivability.

# **COMMUNITY RISK REDUCTION – FIRE MARSHAL OFFICE**



**"Goal Oriented, Results Driven"**

# Performance Scorecard

## Community Risk Reduction Division -FM

**Operational Performance Measure:** Efficient Deployment of resources to support code enforcement and fire prevention initiatives that reduce avoidable incidents.



**HFD Strategic Priorities:**  
Provide Quality Code enforcement

**Performance Target –** Risk in the community are minimized through a proactive code enforcement and public education program, respectively.

**Data Source:** HFD Firehouse Software

**Current Period:** 11/01/2018 - 11/30/2018

### HISTORICAL ANALYSIS

Reporting Period	Violations		
	Violations Found	Violations Cleared	
05/18	122	153	
06/18	173	168	
07/18	314	436	
08/18	843	339	
09/18	267	134	
10/18	297	204	
11/18	105	172	

### Fire Marshal Office November 2018



### Attendance

Total Hours Working:	1725.06	Off Duty:	544
Total Hours on Duty	1811.5	Percentage Account For:	95.23%

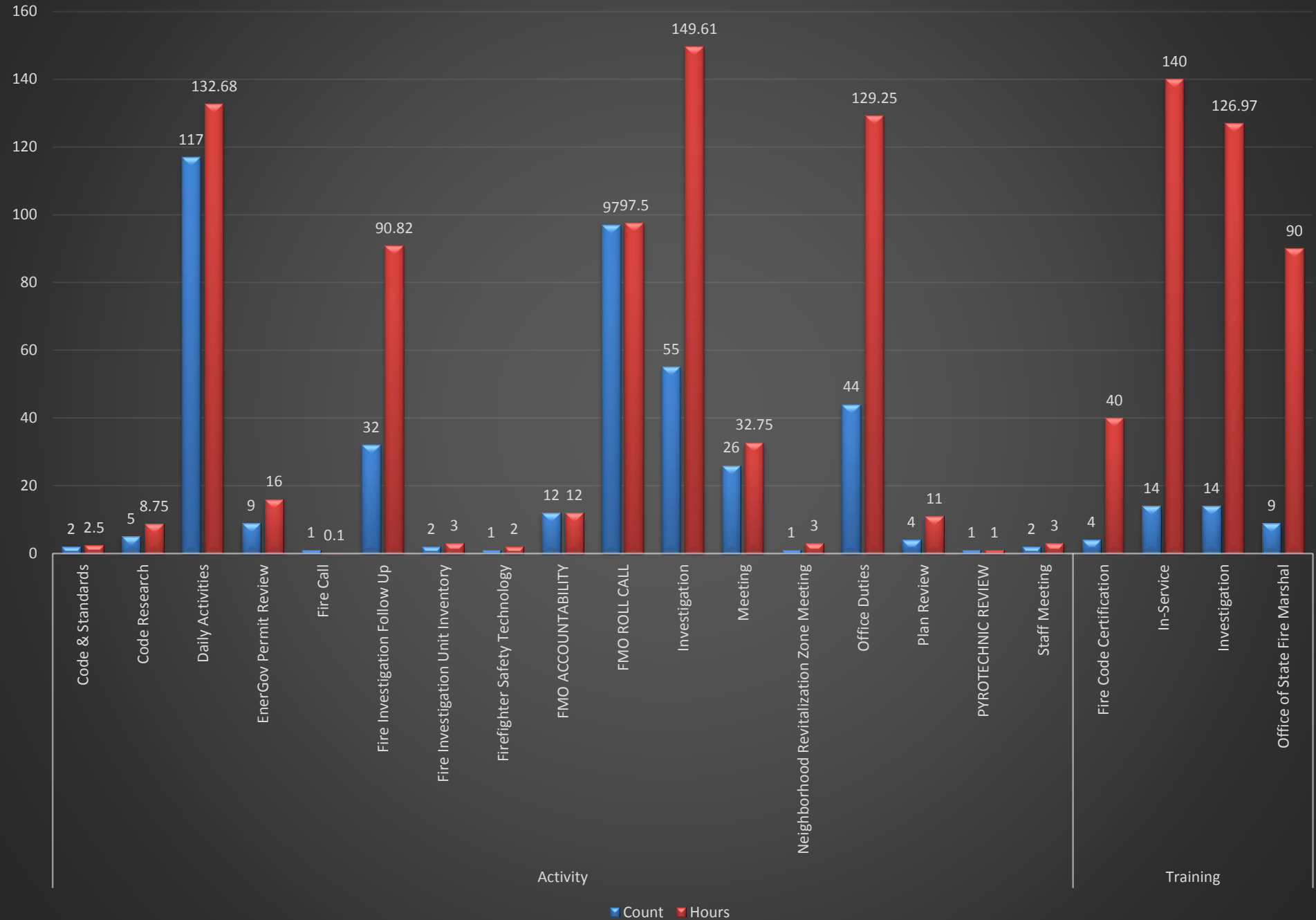
### Recommendations

✓ Outstanding work for FMO.

### Impact

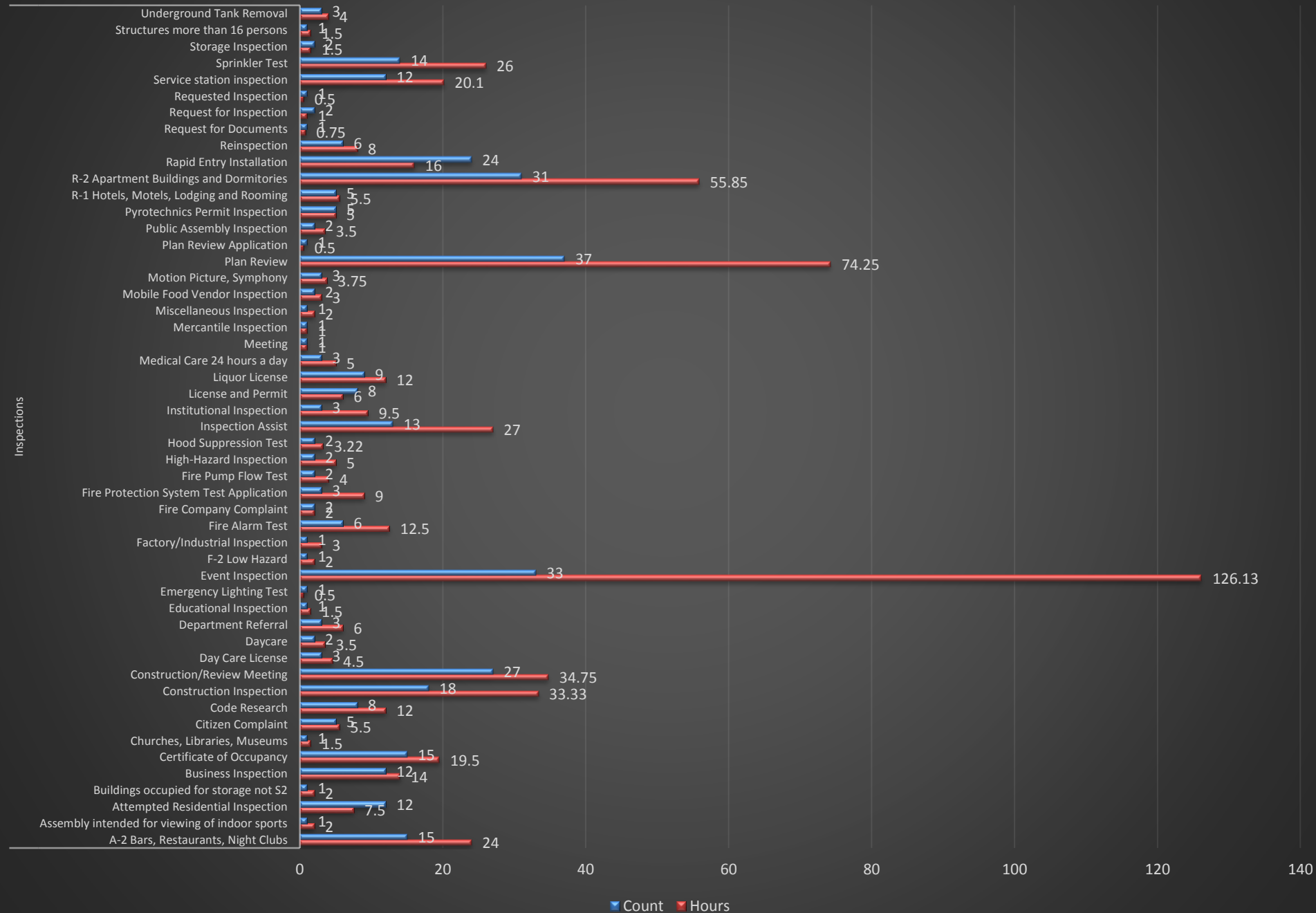
- Reduction of risks in the community as it pertains to our external stakeholders.

# Fire Marshal Activities and Training November 2018





# Inspections November 2018





# Performance Scorecard

## Community Risk Reduction Division -FM

**Operational Performance Measure:** Decrease avoidable incidents within the City of Hartford.

**Data Source:**  
Firehouse Software

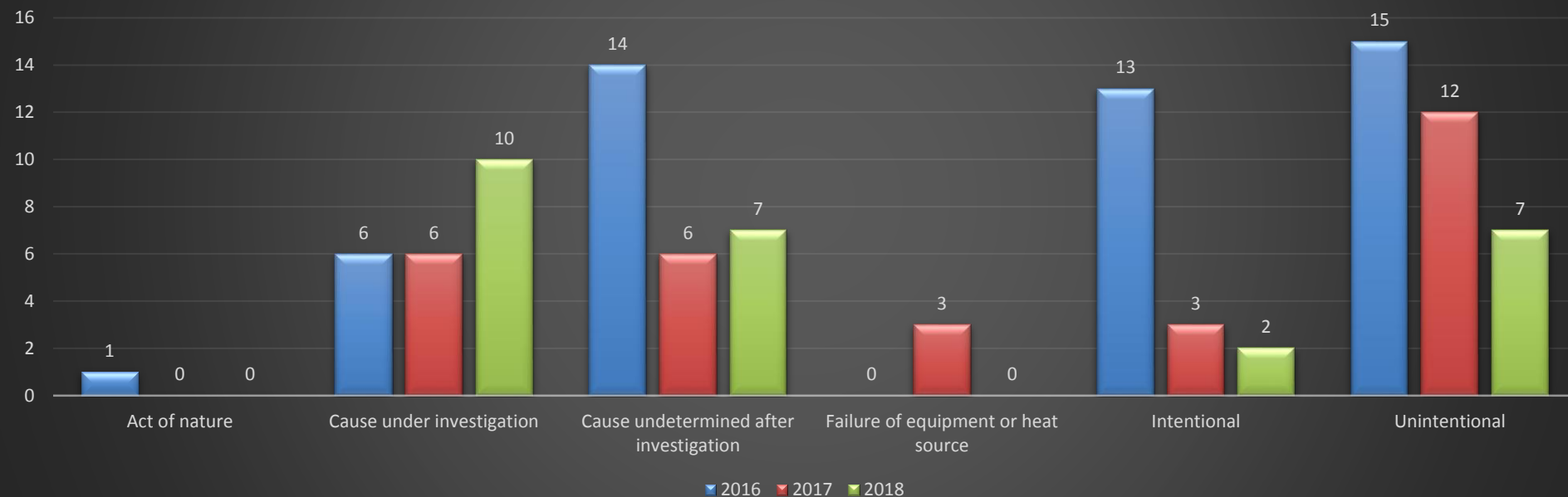
**Current Period:**  
11/01/2018 - 11/30/2018



**HFD Strategic Priorities:**  
Provide Quality Code Enforcement, Public Education, & Community Engagement

**Performance Target –** Show a 30% decrease in fires by end of FY2018.

### Cause of Fire Month of November



#### Analysis

➤ Intentionally set fires continue to trend down when compared to 2016 and 2017. There were 8 less fires in this month when compared to November of 2016.

#### Recommendations

✓ Assess effectiveness of community risk reduction program.

#### Impact

- Minimization of conflagrations in all parts of the city that are adversely impacted.

# **COMMUNITY RISK REDUCTION – SPECIAL SERVICES UNIT**



**"Goal Oriented, Results Driven"**

# Performance Scorecard

## Community Risk Reduction

### Division -SSU

Operational Performance Measure: Decrease avoidable incidents within the City of Hartford.



HFD Strategic Priorities:  
Provide Public Education, & Community Engagement

Performance Target – Reduction in Residential Structure Fires by 20% by 1<sup>st</sup> Quarter 2018.

Data Source: HFD Firehouse Software

Current Period: 11/01/2018 - 11/30/2018

#### HISTORICAL ANALYSIS

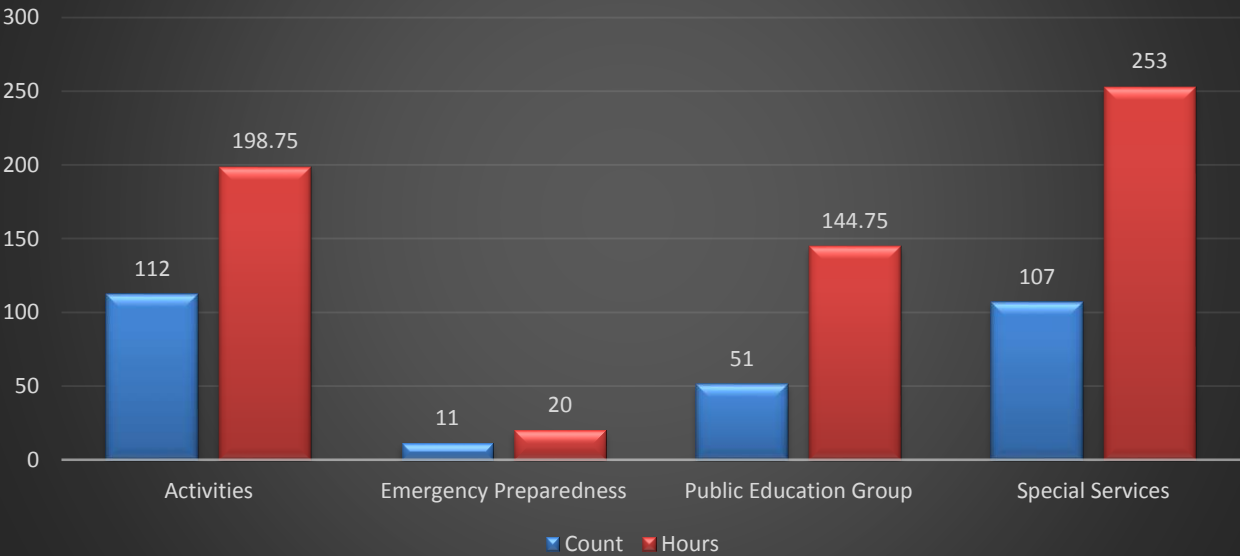
Reporting Period	10/18	09/18	08/18
Total Activities	225	210	267
Total Adults	10234	2747	8494
Total Children	5300	1391	7213
Smoke Detector	11	566	20
Car Seats	0	32	1

#### Attendance

Total Hours Working:	616.5	Off Duty:	70
Total Hours on Duty:	625.5	Percentage Account For:	98.56%

#### Special Services

### 68 Smoke Detectors and 39 Safety Seats



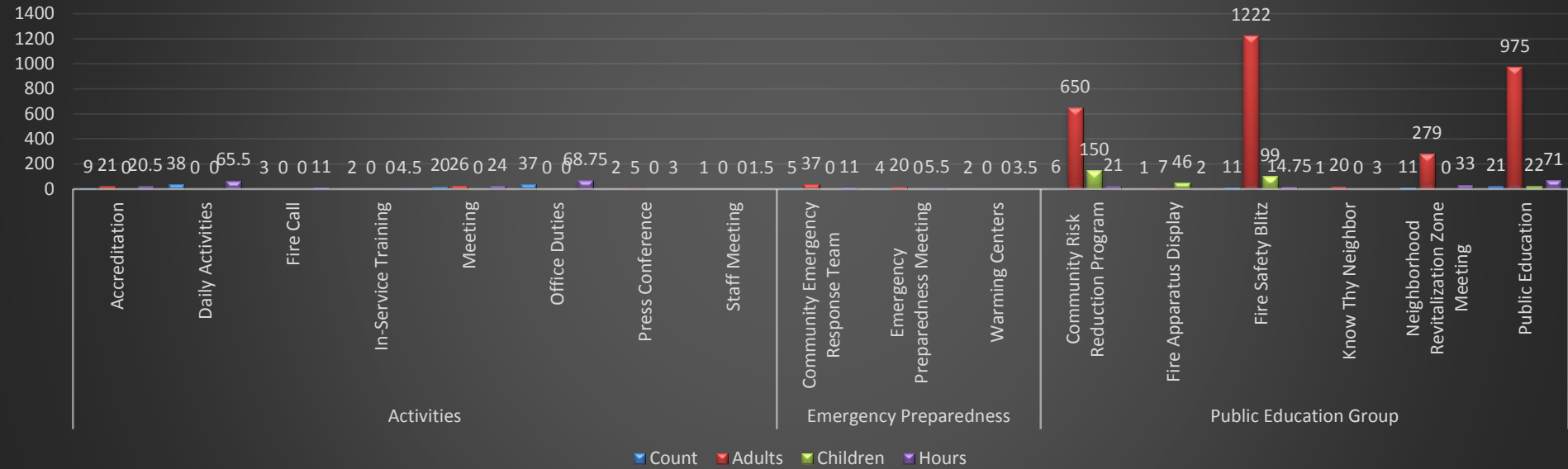
#### Recommendations

Excellent work, SSU.

#### Impact

Community is receiving adequate public fire & life safety education. Partnership with FMO has to be enhanced.

# Activities, Emergency Preparedness and Public Education November 2018



## Special Services November 2018



# TRAINING DIVISON



"Goal Oriented, Results Driven"

# Performance Scorecard

## Training Division

**Operational Performance Measure:** Internal / External  
**Stakeholder Engagement** – Increase public /personnel awareness about the City of Hartford Fire Department.



**HFD Strategic Priorities:**  
 Provide Mandated Training to Hartford Fire Department Personnel

**Performance Target** – Adequately train members of the HFD in proficiency topics that assist with sharpening knowledge, skills, and abilities.

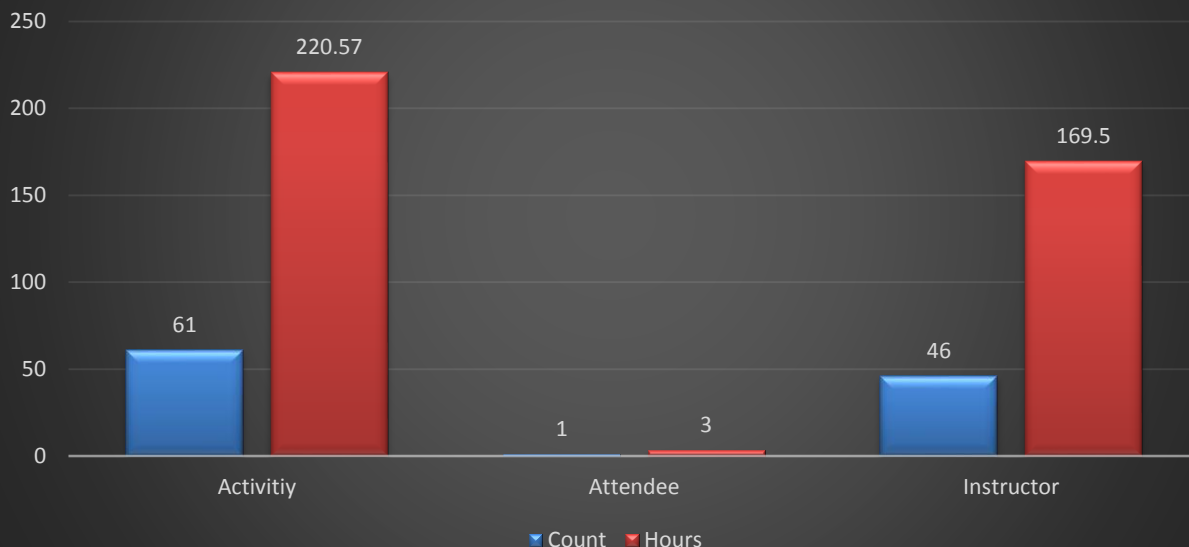
**Data Source:** HFD Firehouse Software

**Current Period:** 11/01/2018 – 11/30/2018

### HISTORICAL ANALYSIS



### Training Division November 2018



### Attendance

### Recommendations

### Impact

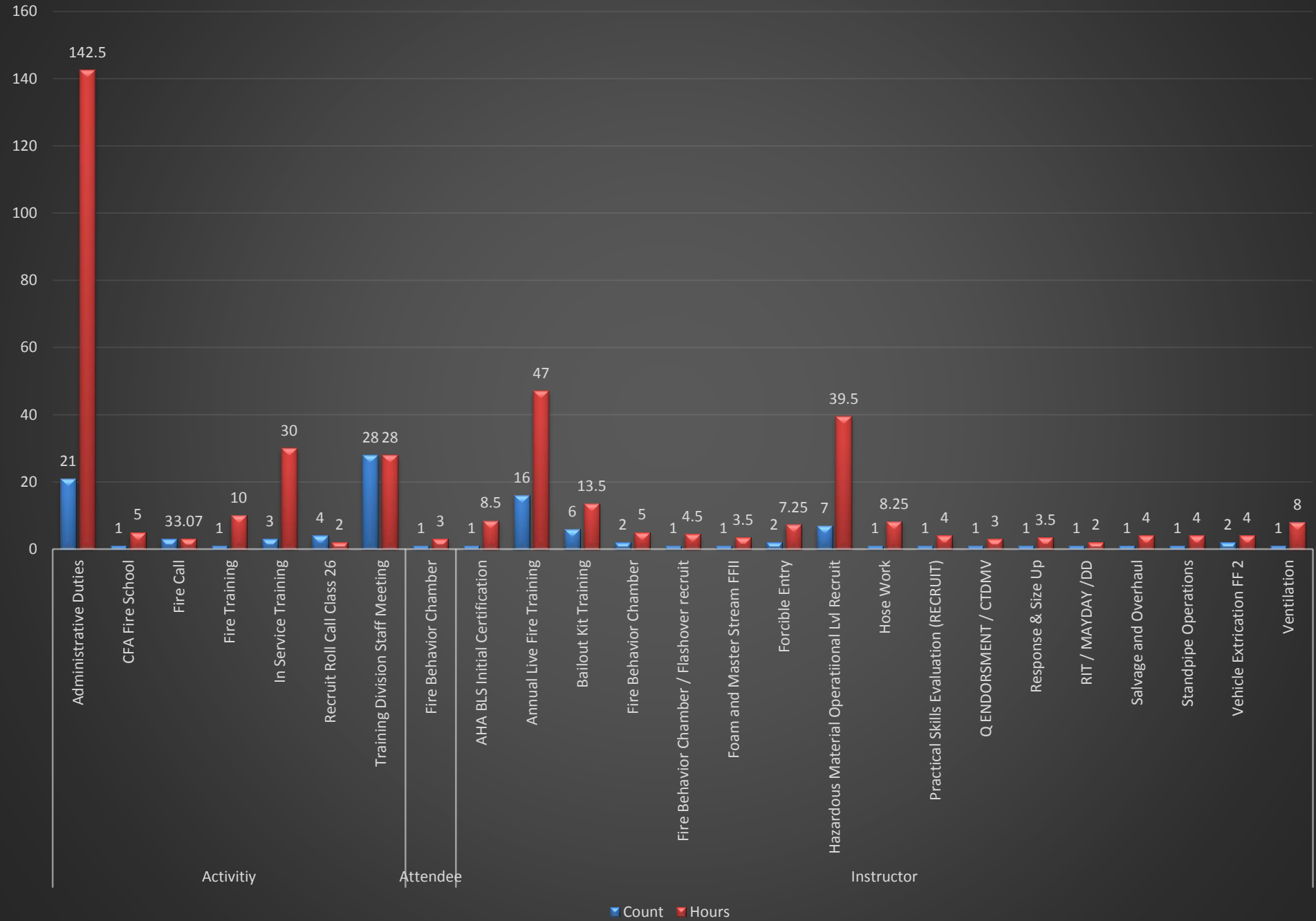
Total Working Hours:	393.07	Total Hours Off:	180
Total Hours on Duty:	395	Hours Accounted For:	99.51%

✓ Outstanding work.

- Workforce that is compliant with ISO and CONOSHA requirements.



# Training November 2018



# EQUIPMENT MAINTENANCE DIVISION



"Goal Oriented, Results Driven"



# Performance Scorecard

## Equipment Maintenance Division

**Operational Performance Measure:** Internal / External  
**Stakeholder Engagement** – Increase public /personnel awareness about the City of Hartford Fire Department.



**HFD Strategic Priorities:**  
 Provide Quality & Timely Equipment Maintenance to All Apparatus/Equipment

**Performance Target** – Respond in a timely manner when sequestered by ESD/Support Services.

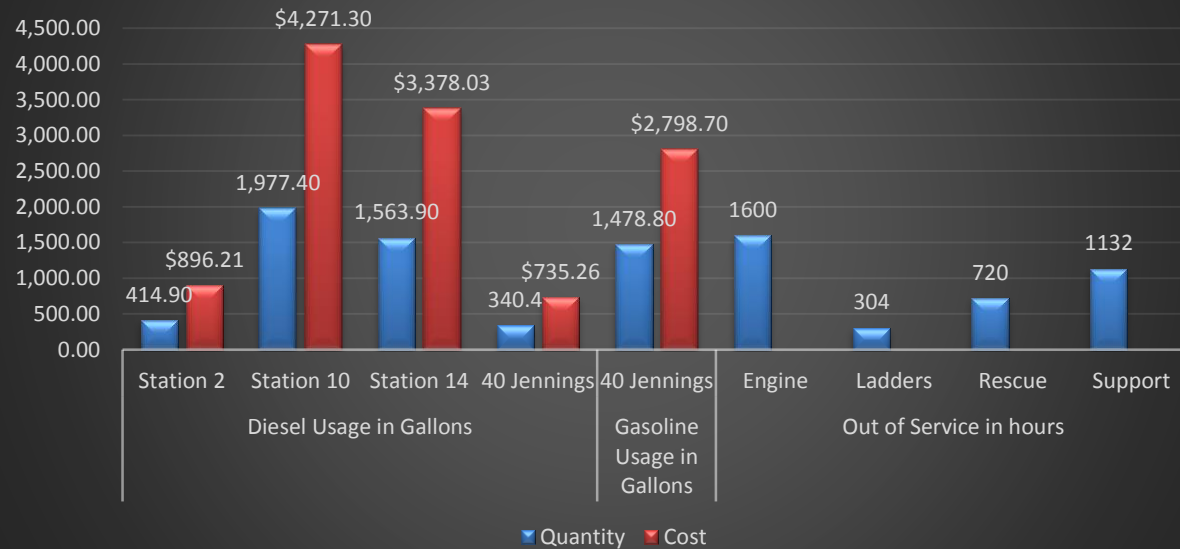
**Data Source:** HFD Firehouse Software

**Current Period:** 11/01/2018 – 11/30/2018

### HISTORICAL ANALYSIS

Reporting Period				
	Hose Testing	Aerial Testing	Ground Ladder Testing	Fit Test
11/18	0	0	0	0
10/18	118	0	7	10
09/18	236	0	0	0
08/18	366	0	25	0
07/18	356	0	4	28

### Equipment Maintenance Division November 2018



### Attendance

Total Working Hours:	1139.02	Total Hours Off:	90
Total Hours on Duty:	1196.5	Hours Accounted For:	95.20%

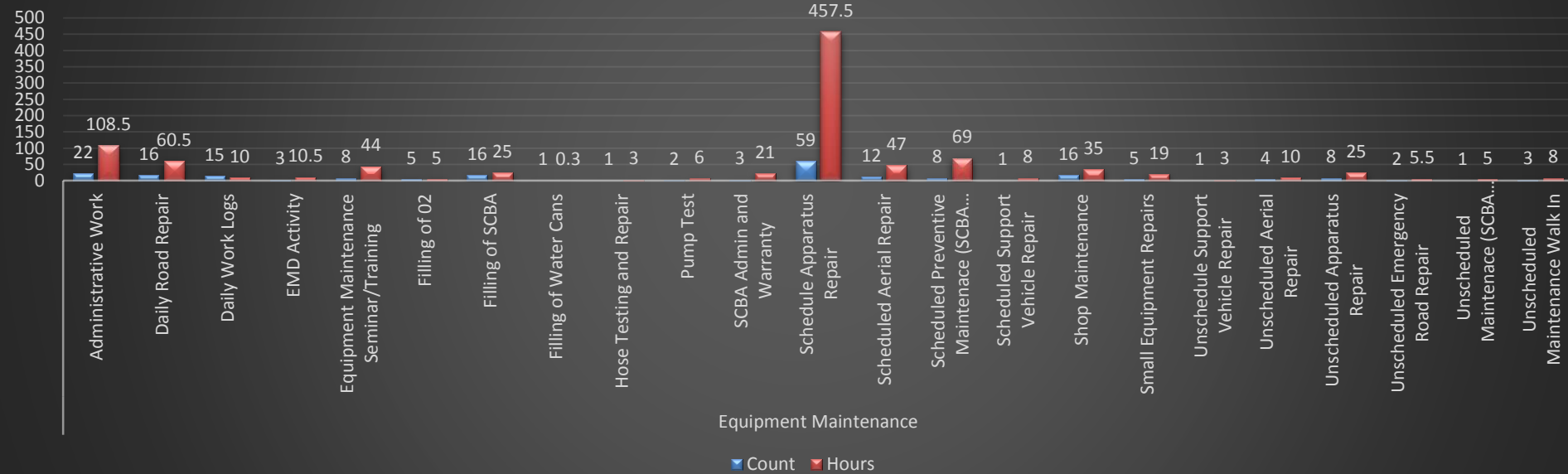
### Recommendations

➤ Accountability is exceptional.

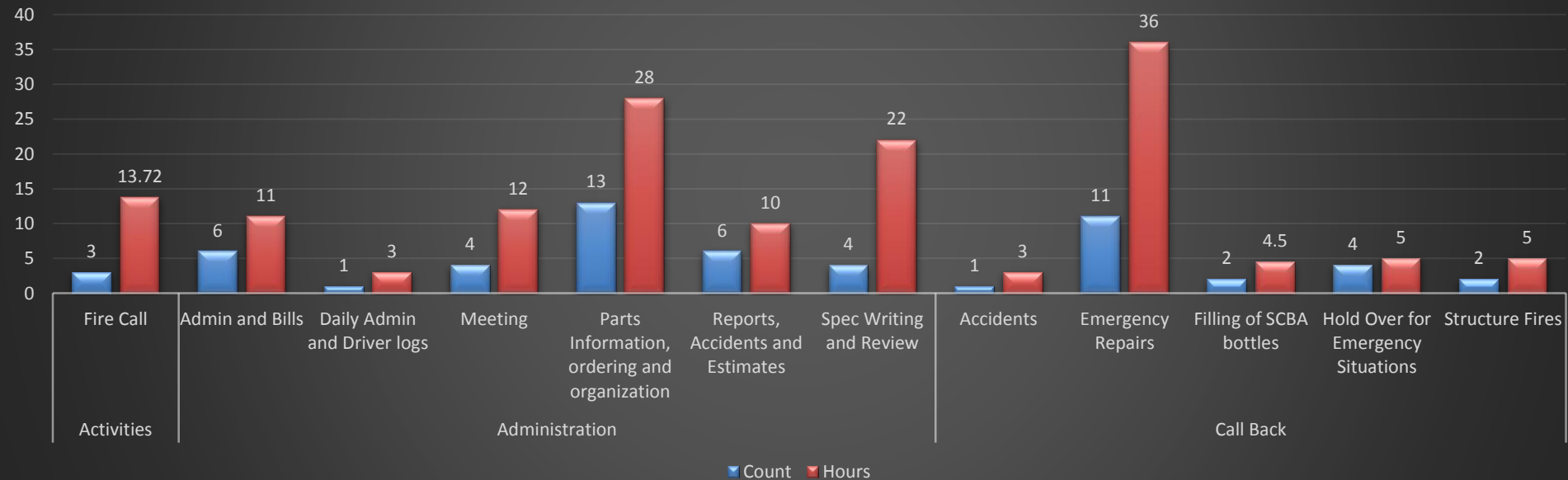
### Impact

- Safe repair and maintenance of fire department tools, equipment, and apparatus.

## Equipment Maintenance November 2018



## Equipment Maintenance November 2018



# F.A.C.T. DIVISION



"Goal Oriented, Results Driven"

# Performance Scorecard

## F.A.C.T. Division

**Operational Performance Measure:** Internal / External Stakeholder Engagement – Increase public /personnel awareness about the City of Hartford Fire Department.



**HFD Strategic Priorities:**  
Provide Quality I.T. & Technical Assistance to HFD

**Performance Target** – Mitigate a diverse portfolio of service calls.

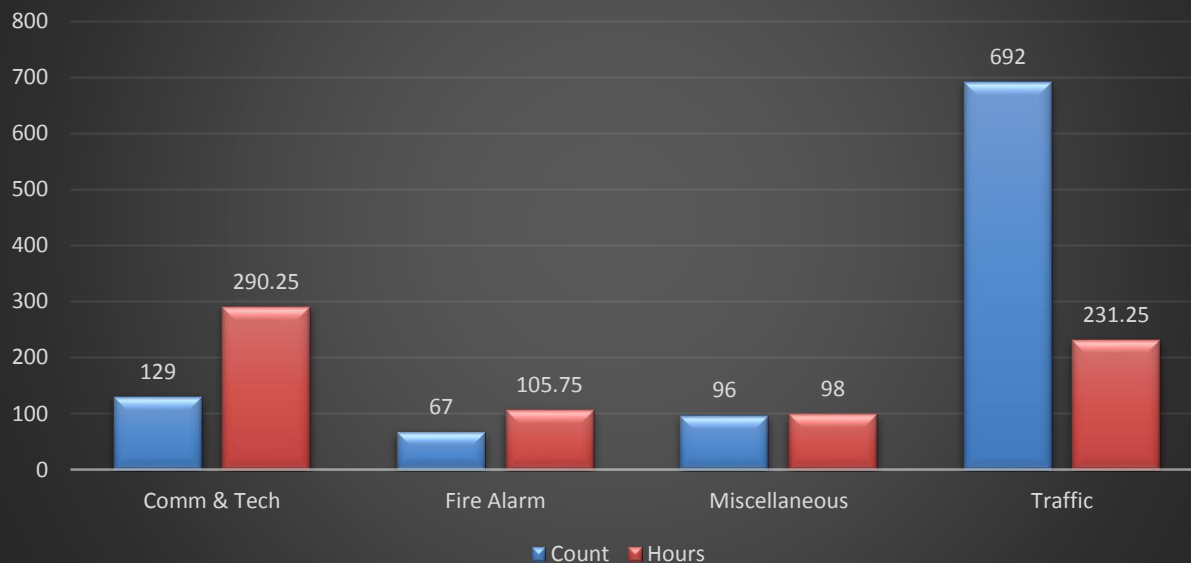
**Data Source:** HFD Firehouse Software

**Current Period:** 11/01/2018 – 11/30/2018

### HISTORICAL ANALYSIS

Reporting Period				
	Traffic	Comm & Tech	Training / Misc	Fire Alarm
10/18	878	72	80	94
09/18	653	39	64	68
08/18	594	52	89	88
07/18	618	57	77	62
06/18	747	51	84	76

### Fire Alarm Communications Technology November 2018



### Attendance

Total Working Hours:	725.25	Total Hours Off:	60
Total Hours on Duty:	777.75	Hours Accounted For:	93.25%

### Recommendations

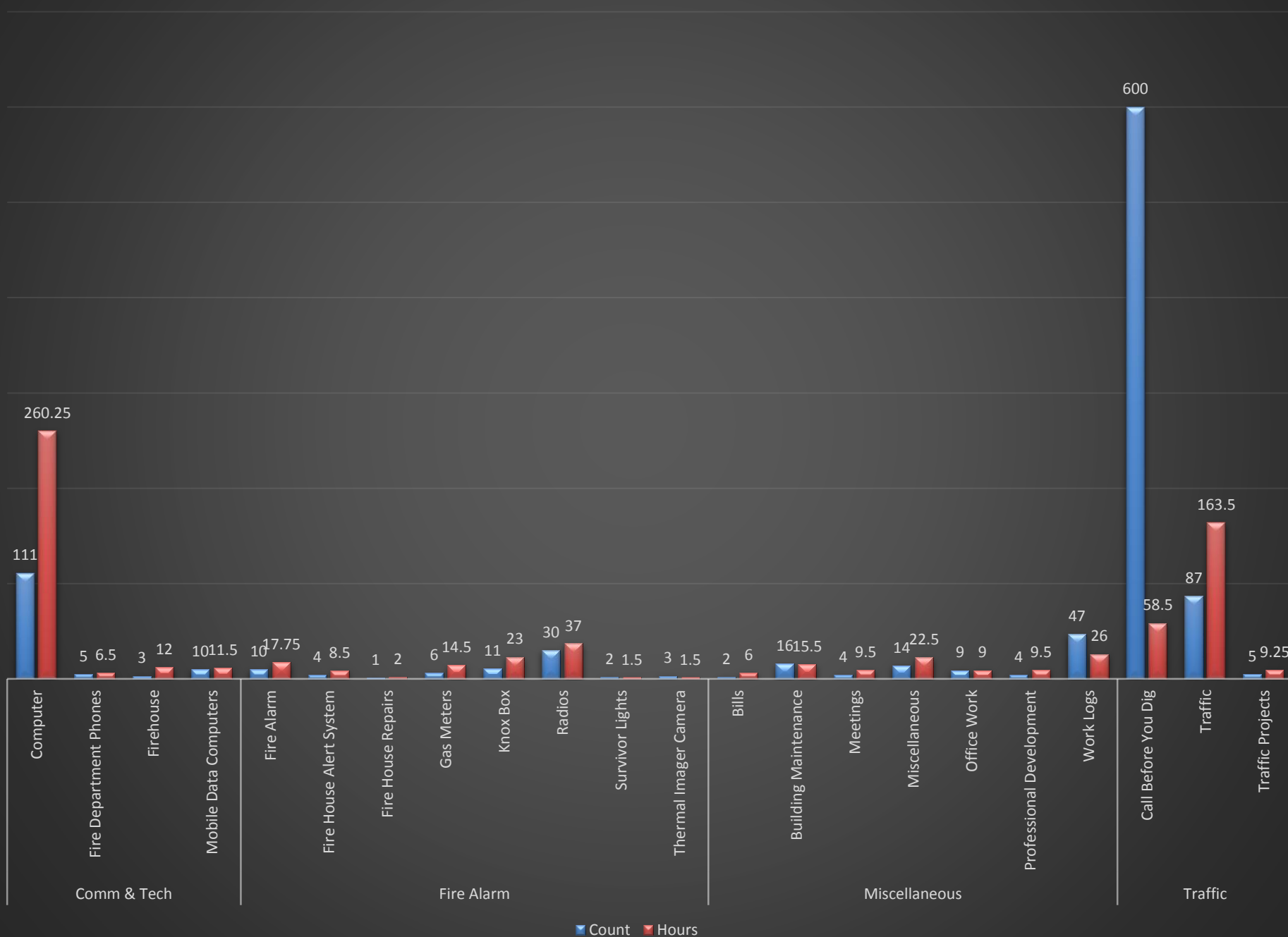
✓ Well done.

### Impact

- IS&IT execution of relevant duties and responsibilities.

# Fire Alarm Communications Technology

## November 2018



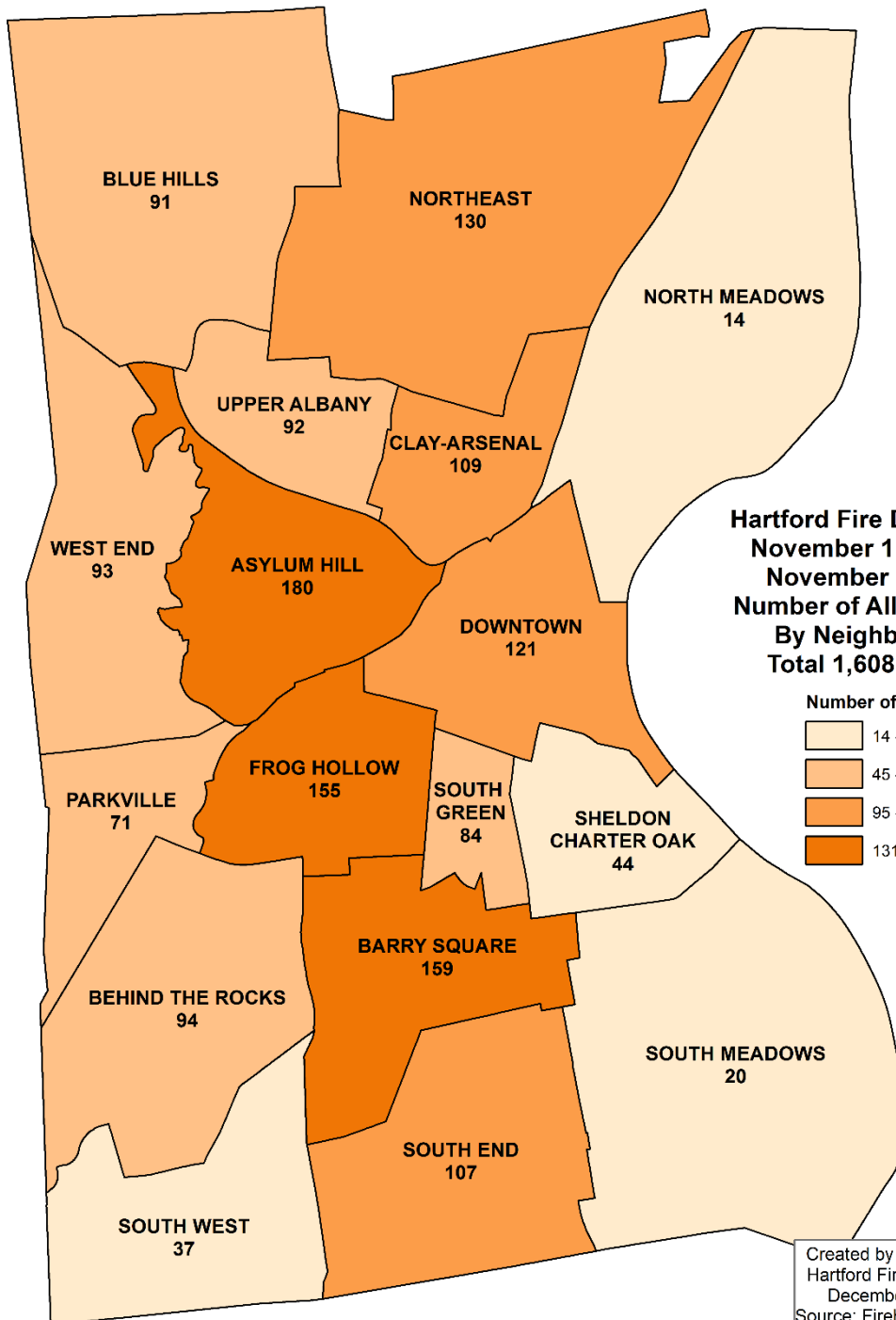
# EMERGENCY RESPONSE DATA



"Goal Oriented, Results Driven"

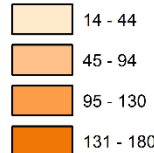
# EMS Calls

## November 2018



**Hartford Fire Department  
November 1, 2018 to  
November 30, 2018  
Number of All EMS Calls  
By Neighborhood  
Total 1,608 of Calls**

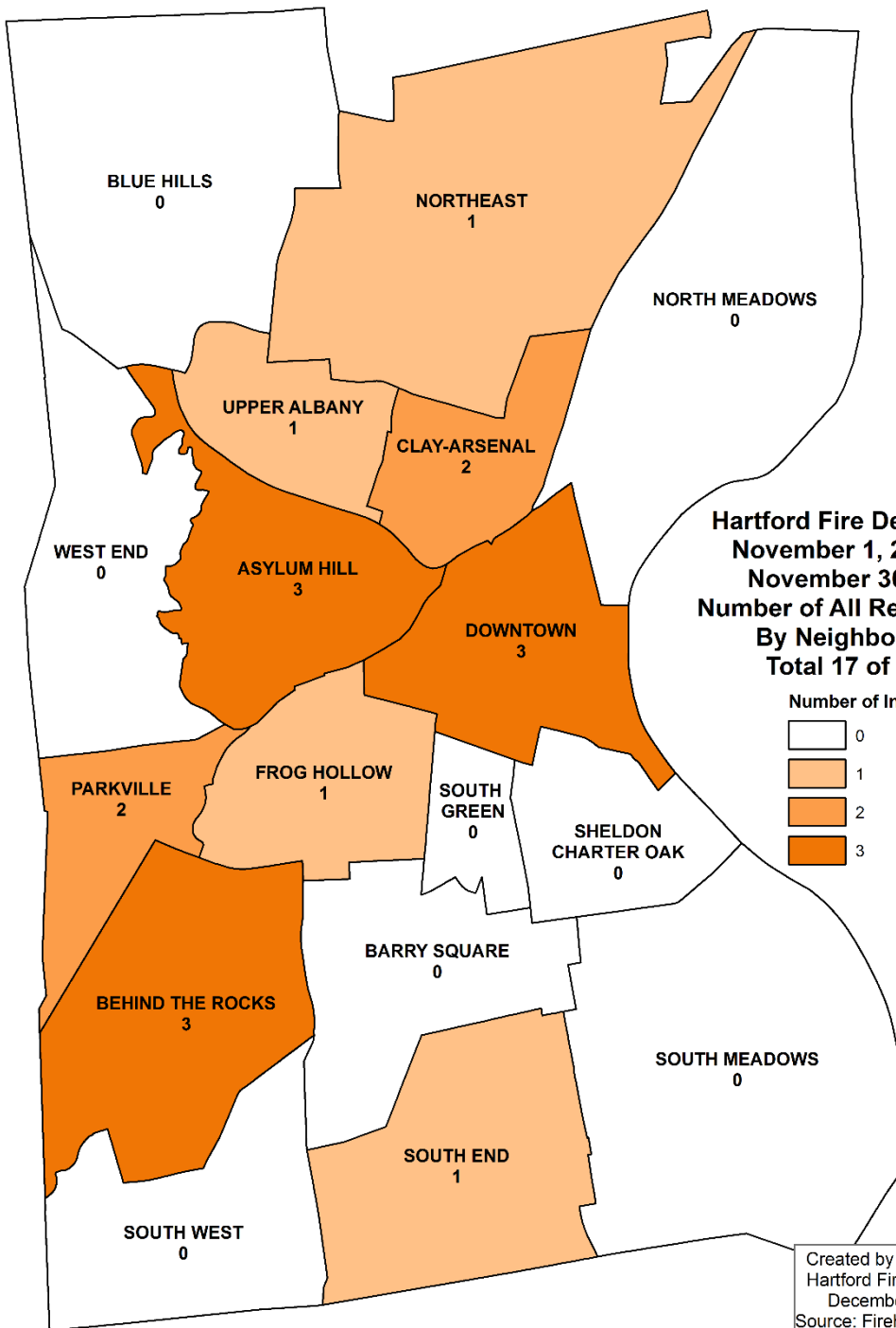
Number of Incidents



Incident Type	Incident Count	Incident Description
321	1039	EMS call, excluding vehicle accident with injury
311	389	Medical assist, assist EMS crew
322	90	Motor vehicle accident with injuries
324	54	Motor Vehicle Accident with no injuries
300	29	Rescue, EMS incident, other
323	7	Motor vehicle/pedestrian accident (MV Ped)



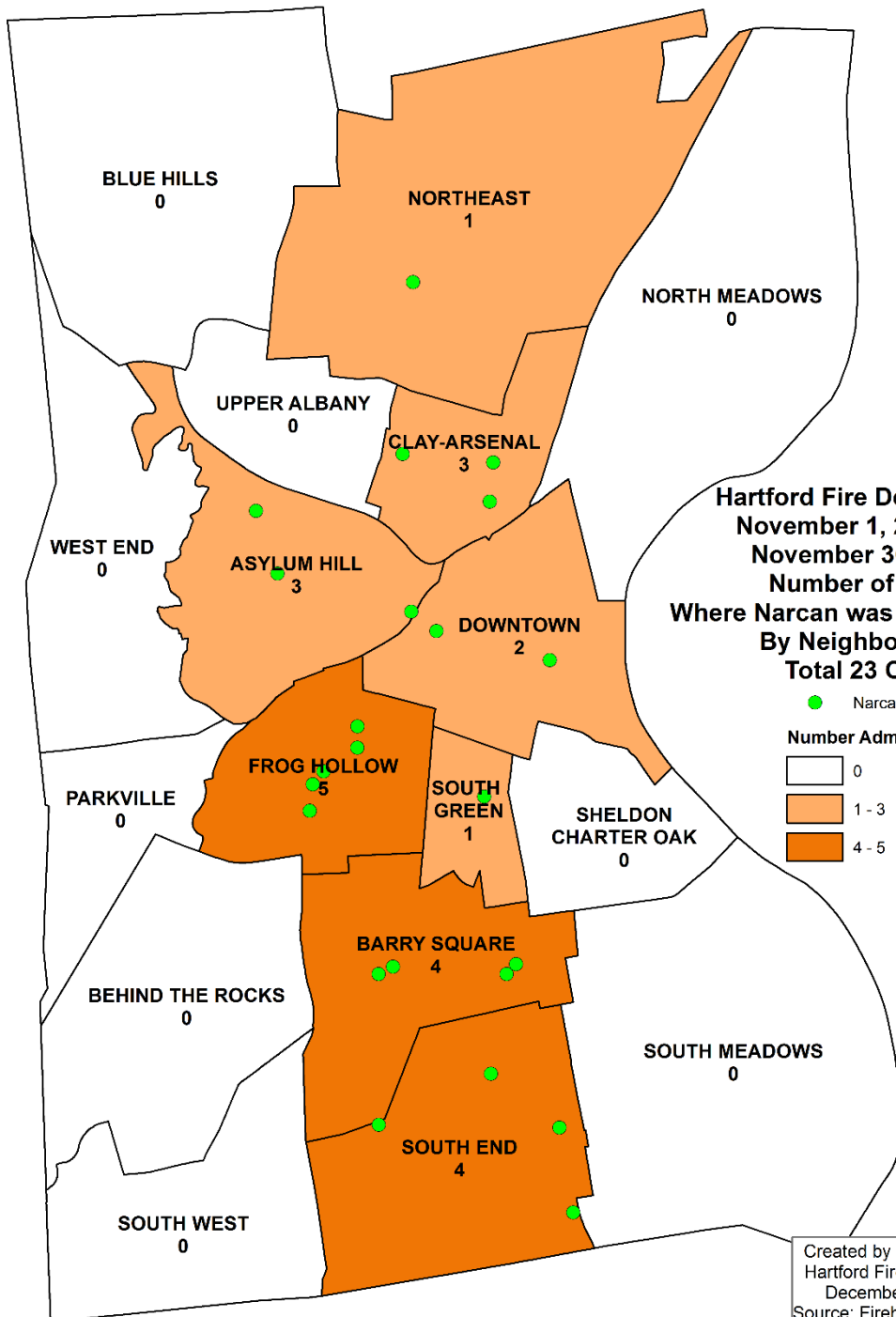
# Rescue Calls November 2018



Created by Leandro Cieri  
Hartford Fire Department  
December 18, 2018  
Source: Firehouse Software  
Geocoded: 17  
Not Geocoded: 0

Incident Type	Incident Count	Incident Description
353	12	Removal of victim(s) from stalled elevator
352	4	Extrication of victim(s) from vehicle
331	1	Lock-in (if lock out , use 511 )

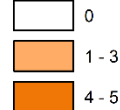
# Narcan Administered November 2018



**Hartford Fire Department**  
**November 1, 2018 to**  
**November 30, 2018**  
**Number of Calls**  
**Where Narcan was Administered**  
**By Neighborhood**  
**Total 23 Calls**

● Narcan Administered

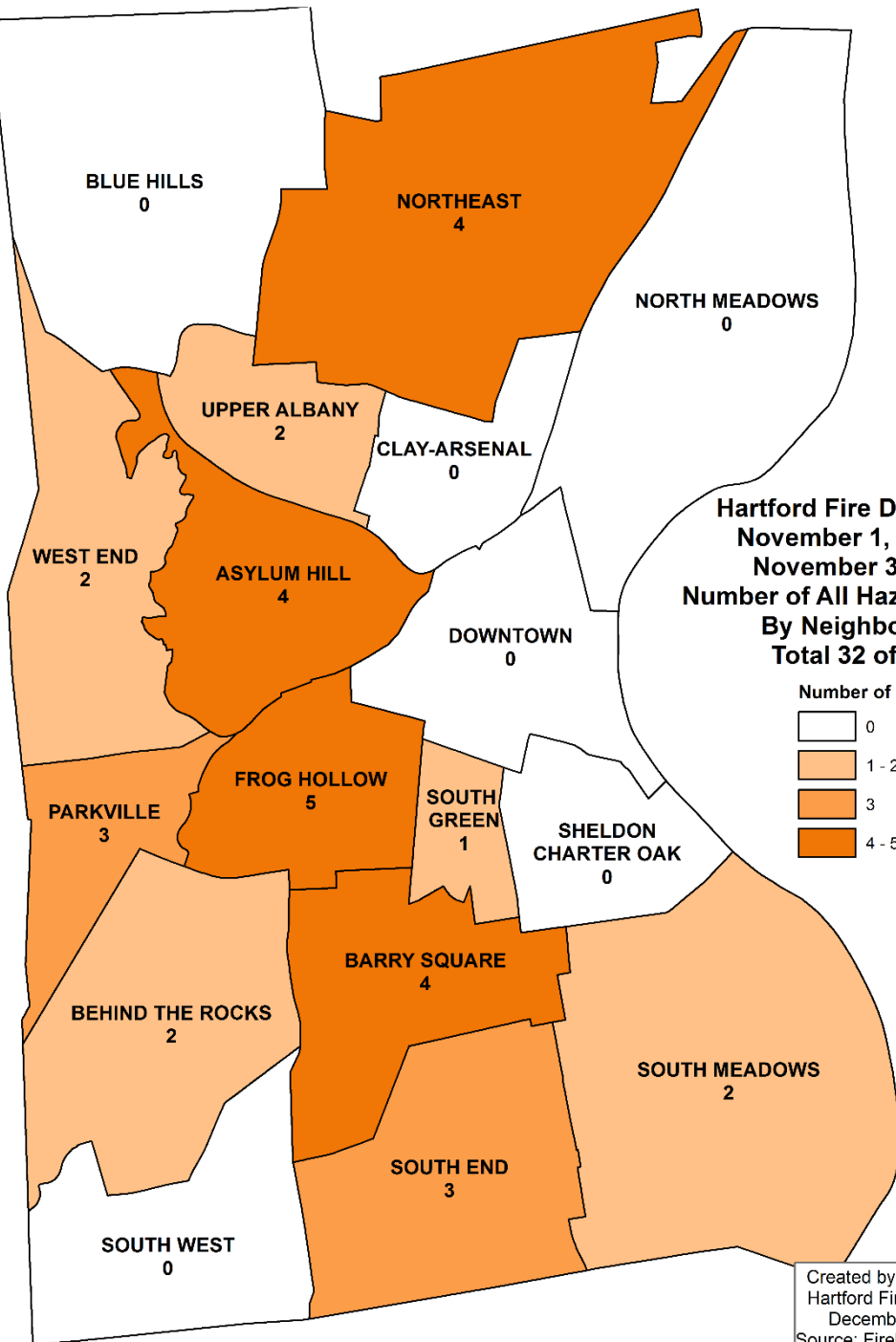
Number Administered



Created by Leandro Cieri  
Hartford Fire Department  
December 18, 2018  
Source: Firehouse Software  
Geocoded: 23  
Not Geocoded: 0

# Hazardous Materials

## November 2018

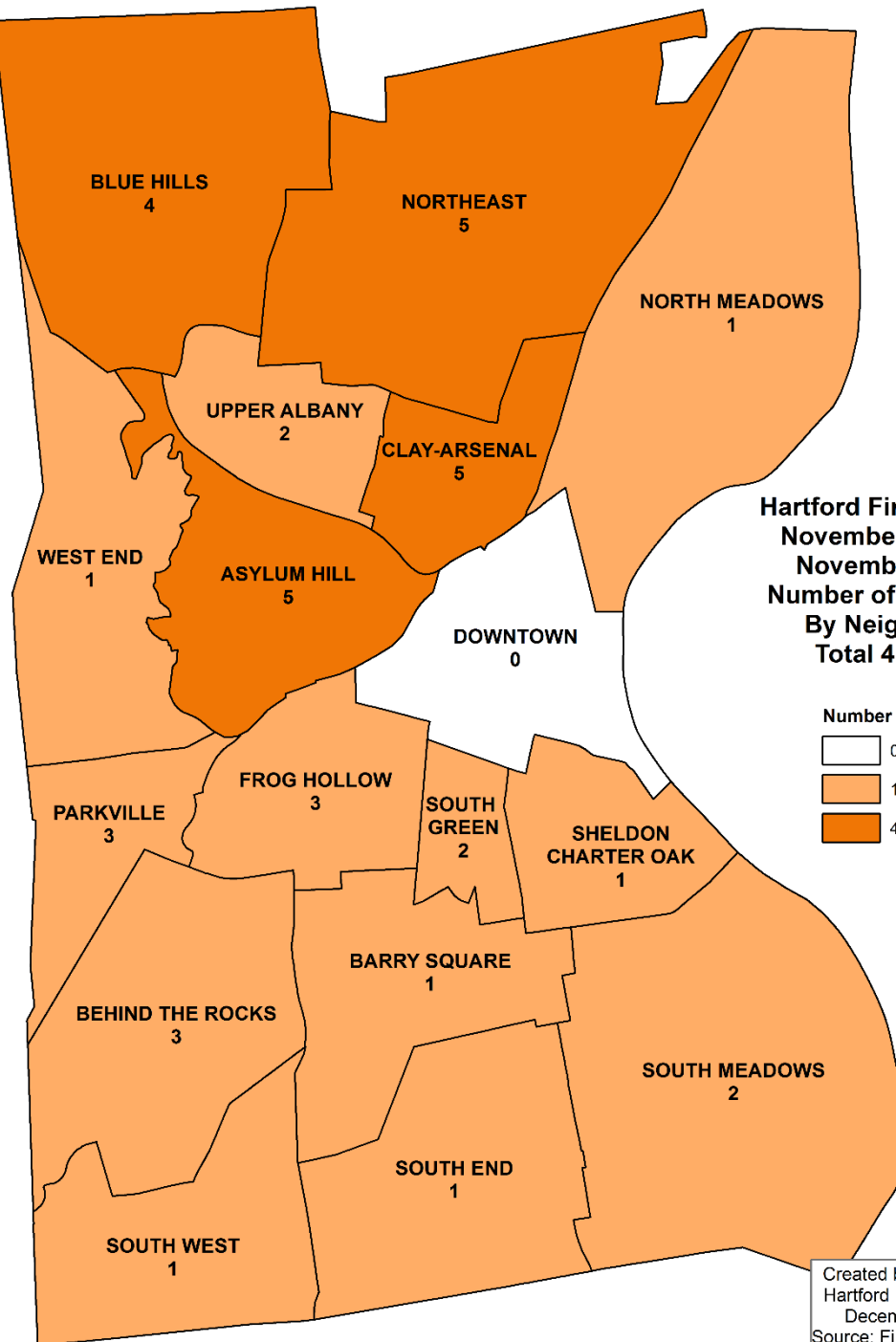


Created by Leandro Cieri  
Hartford Fire Department  
December 18, 2018  
Source: Firehouse Software  
Geocoded: 32  
Not Geocoded: 0

Incident Type	Incident Count	Incident Description
412	11	Gas leak (natural gas or LPG)
400	7	Hazardous condition, Other
424	6	Carbon monoxide incident
411	3	Gasoline or other flammable liquid spill
413	3	Oil or other combustible liquid spill
462	1	Aircraft standby
410	1	Combustible/flammable gas/liquid condition, other

# All Fires

## November 2018



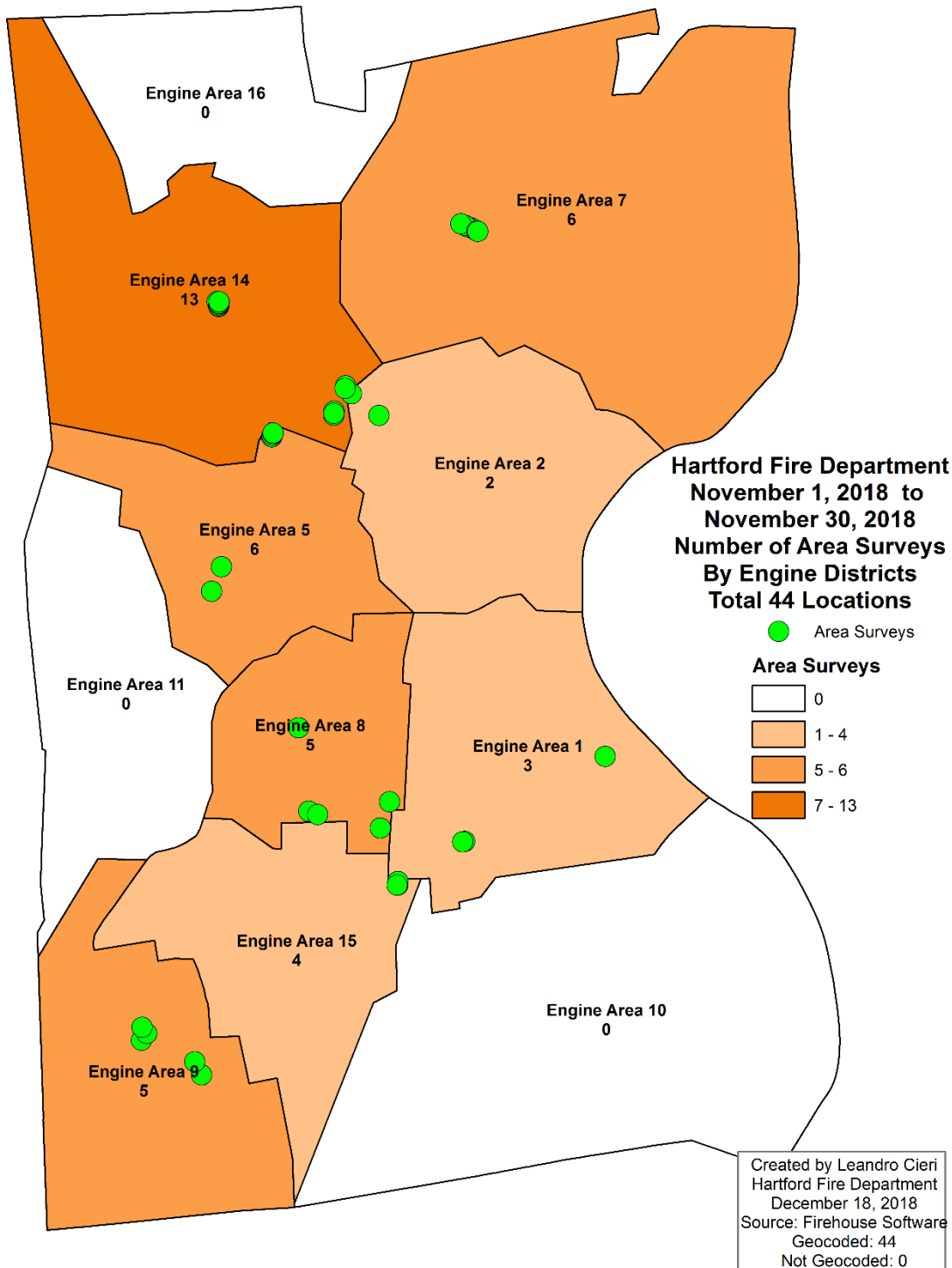
**Hartford Fire Department**  
**November 1, 2018 to November 30, 2018**  
**Number of All Fire Calls By Neighborhood**  
**Total 40 of Calls**

Incident Type	Incident Count	Incident Description
131	13	Passenger vehicle fire
111	12	Building fire
113	3	Cooking fire, confined to container
151	3	Outside rubbish, trash or waste fire
150	2	Outside rubbish fire, Other
118	2	Trash or rubbish fire, contained
154	2	Dumpster or other outside trash receptacle fire
143	1	Grass fire
112	1	Fires in structure other than in a building
130	1	Mobile property (vehicle) fire, Other

Created by Leandro Cieri  
Hartford Fire Department  
December 18, 2018  
Source: Firehouse Software  
Geocoded: 40  
Not Geocoded: 0

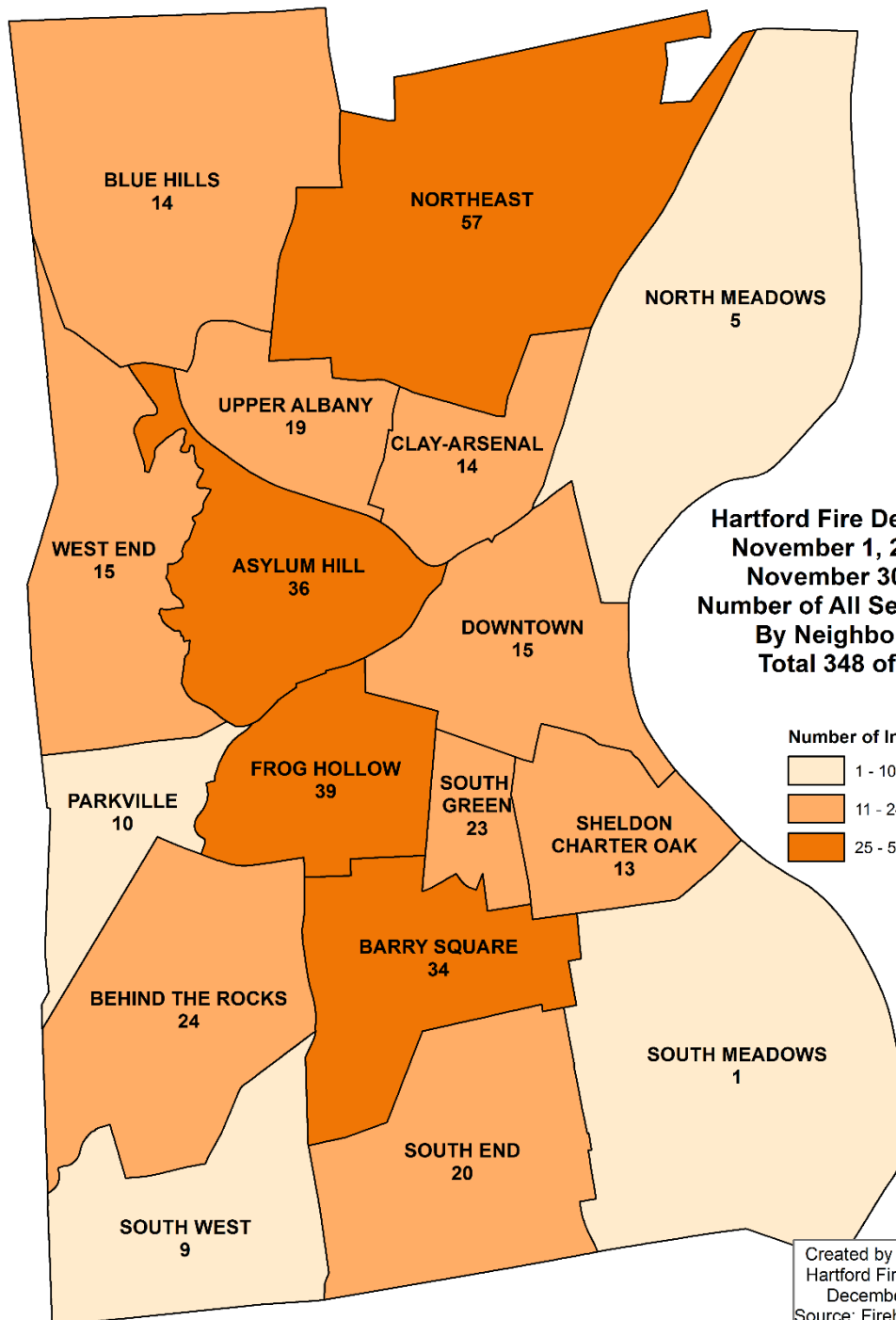
# Area Survey

## November 2018



# Service Calls

## November 2018



Created by Leandro Cieri  
Hartford Fire Department  
December 18, 2018  
Source: Firehouse Software  
Geocoded: 348  
Not Geocoded: 0

Incident Type	Incident Count	Incident Description
552	88	Police matter
500	69	Service Call, other
531	66	Smoke or odor removal
520	29	Water problem, Other
510	26	Person in distress, Other
553	17	Public service
550	13	Public service assistance, Other
440	9	Electrical wiring/equipment problem, Other
444	7	Power line down
511	7	Lock-out
522	7	Water or steam leak
442	3	Overheated motor
551	2	Assist police or other governmental agency
554	2	Assist invalid
441	1	Heat from short circuit (wiring), defective/worn
445	1	Arcing, shorted electrical equipment
521	1	Water evacuation
555	1	Defective elevator, no occupants

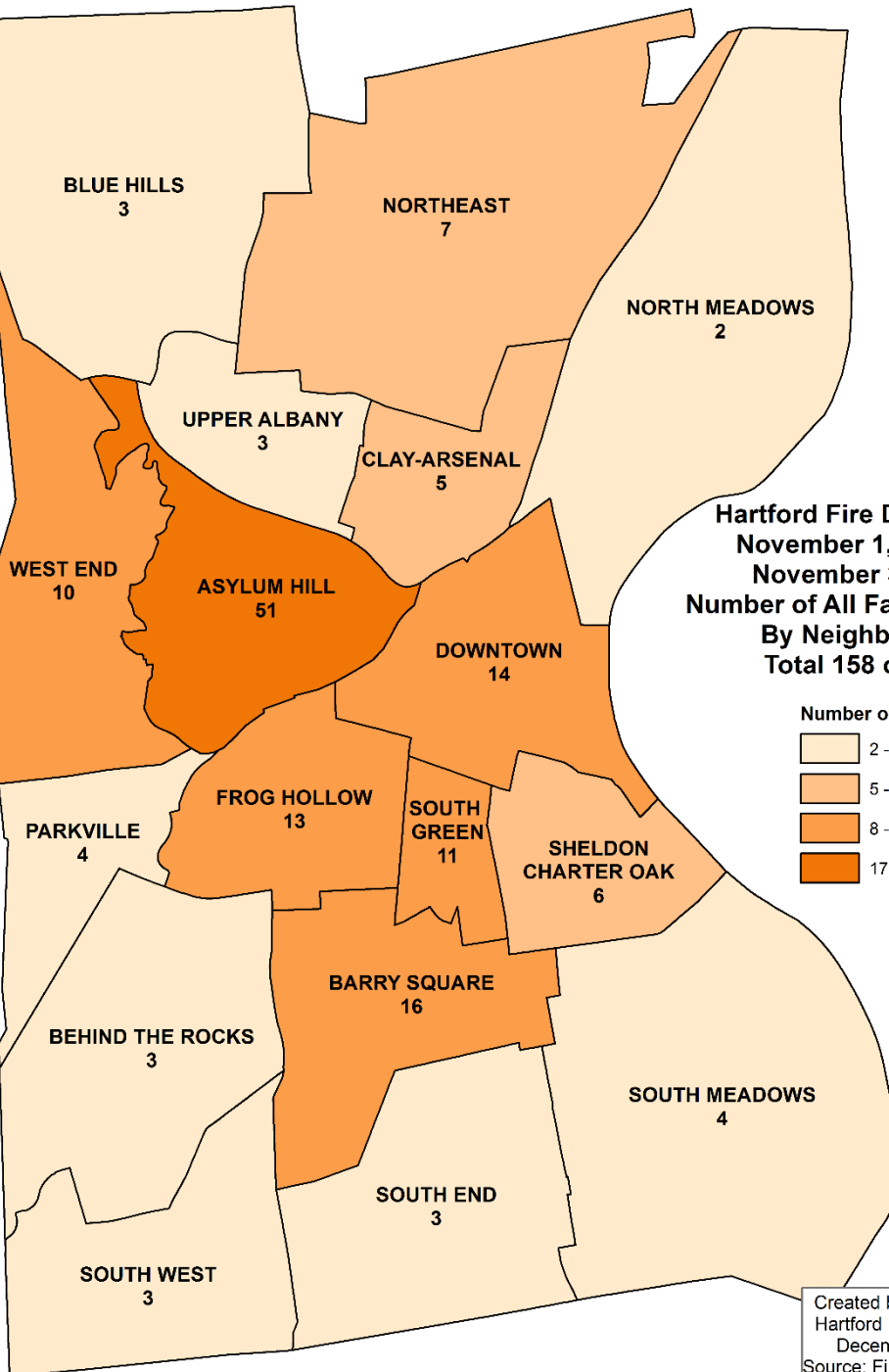
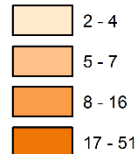
# Fire Alarms

## November 2018



**Hartford Fire Department  
November 1, 2018 to  
November 30, 2018  
Number of All False Fire Calls  
By Neighborhood  
Total 158 of Calls**

Number of Incidents

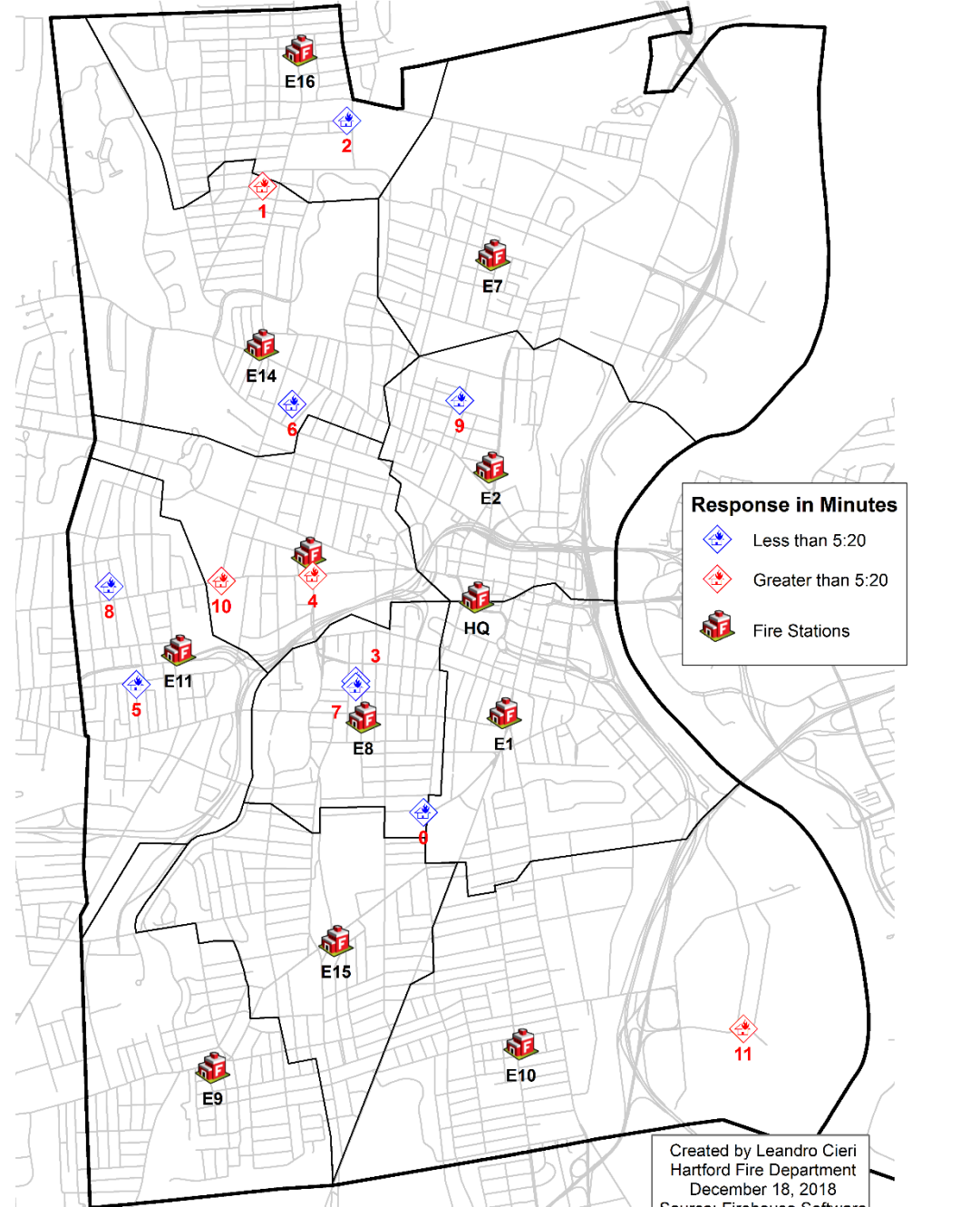


Created by Leandro Cieri  
Hartford Fire Department  
December 18, 2018  
Source: Firehouse Software  
Geocoded: 158  
Not Geocoded: 0

Incident Type	Incident Count	Incident Description
745	47	Alarm system activation, no fire - unintentional
743	28	Smoke detector activation, no fire - unintentional
735	22	Alarm system sounded due to malfunction
740	17	Unintentional transmission of alarm, Other
710	14	Malicious, mischievous false call, Other
733	8	Smoke detector activation due to malfunction
730	7	System malfunction, Other
744	5	Detector activation, no fire - unintentional
731	3	Sprinkler activation due to malfunction
736	3	CO detector activation due to malfunction
700	2	False alarm or false call, Other
714	1	Central station, malicious false alarm
715	1	Local alarm system, malicious false alarm



# Location of Structure Fires In Relationship to Fire Stations



Key	Incident Number	Response	Firefighter Fatality	Firefighter Injury	Civilian Fatality	Civilians Injured	Cause
0	18-0305038	0:04:48	0	0	0	0	
1	18-0307025	0:05:20	0	0	0	0	Spontaneous combustion, chemical reaction
2	18-0309036	0:05:00	0	0	0	0	Heat from powered equipment, Other
3	18-0313076	0:03:37	0	1	0	0	Undetermined
4	18-0317042	0:07:34	0	0	0	0	Heat from powered equipment, Other
5	18-0318064	0:03:25	0	0	0	0	Hot or smoldering object, Other
6	18-0319007	0:04:30	0	0	0	0	Undetermined
7	18-0320007	0:03:50	0	0	0	1	Heat from powered equipment, Other
8	18-0321063	0:00:51	0	0	0	0	Undetermined
9	18-0325091	0:04:02	0	1	0	0	Undetermined
10	18-0327057	0:06:10	0	0	0	0	Heat from powered equipment, Other
11	18-0327060	0:05:59	0	0	0	0	Spark, ember or flame from operating equipment

# QUESTIONS/COMMENTS



"Goal Oriented, Results Driven"